

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SoP)

Error Rectification Module (ERM)

Version 1.1

Revision History

Sr. No.	Date of Revision	Version No.	Section No.	Description of Change
1	-	1.0	-	Initial Version
2	20/12/2024	1.1		

Abbreviation	Expansion
CRA	Central Record Keeping Agency
DTA	Directorate Treasury of Accounts
DTO	District Treasury Office
ERM	Error Rectification Module
FTD	Fund transfer Details
GOI	Government of India
I-PIN	Internet Personal Identification Number
NPS	National Pension System
Protean	Protean eGov Technologies Ltd.
PAO	Pay and Accounts Office or equivalent entity such as DTO
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	Point of Presence-Service Provider
PRAN	Permanent Retirement Account Number
PrAO	Principal Accounts Office or equivalent office such as DTA
SOP	Standard Operation Procedure
TS	Transaction Statement

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1.	Preface
2.	Acronyms and Abbreviations
3.	Error Rectification Module
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6.	Non-NPS Subscriber withdrawal
7.	Views by PrAO

Preface

Government of India (GOI) introduced a new Defined Contribution Pension Scheme known as the National Pension System (NPS) replacing the existing system of Defined Benefit Pension System vide Government of India, Ministry of Finance, Department of Economic Affairs Notification, dated 22nd December 2003. The NPS came into operation with effect from 1st January 2004 and is applicable to all new employees of Central Government service, except Armed Forces, joining Government service on or after 1st January 2004. The employees of Central Autonomous organizations, State Governments/Union Territories (UTs) and the Autonomous organizations of the respective State Government/UT are also eligible to join the NPS. The employees who join the NPS are known as 'Subscribers' in the NPS.

GOI established Pension Fund Regulatory and Development Authority (PFRDA) on 10th October 2003 to develop and regulate the Pension Funds under the NPS. PFRDA appointed Protean eGov Technologies Ltd. (formerly NSDL e-Governance Infrastructure Limited) as the Central Record Keeping Agency (CRA) to maintain the records of contribution and its deployment in various pension fund schemes for the employees. **PAO/DTO (hereafter referred as PAO)** provides the subscriber details to CRA and remits the funds to Trustee Bank which in turn transfers the funds to Pension Fund Managers (PFMs) for investment. Units are allotted to the subscriber's PRAN based on their contribution amount. At the time of providing the subscriber contribution details, PAO may remit the incorrect amount, which has to be rectified in the subscriber record. **This document describes the Standard Operating Procedure to be followed by the Nodal Offices for rectification in the CRA system.**

Error Rectification Module

PAO has to upload Subscriber Contribution File (SCF) in NPSCAN/CRA system and remit the pension contributions to the Trustee Bank. However, there have been instances wherein the PAOs may have committed errors in uploading the SCFs. In a nutshell, the PAOs may have committed the following errors:

- A. Excess Transfer to a PRAN
- B. Amount wrongly credited in PRAN 1 instead of PRAN 2
- C. Non-NPS Subscriber withdrawal

The functionality has operational hierarchy which comprises maker, checker and Authorizer. In case of centralized mode of operation, only the maker and checker role will be applicable.

The succeeding pages describe SOP to be followed by the Nodal Offices for rectification of such errors.

3 (A). Excess amount transferred to a PRAN

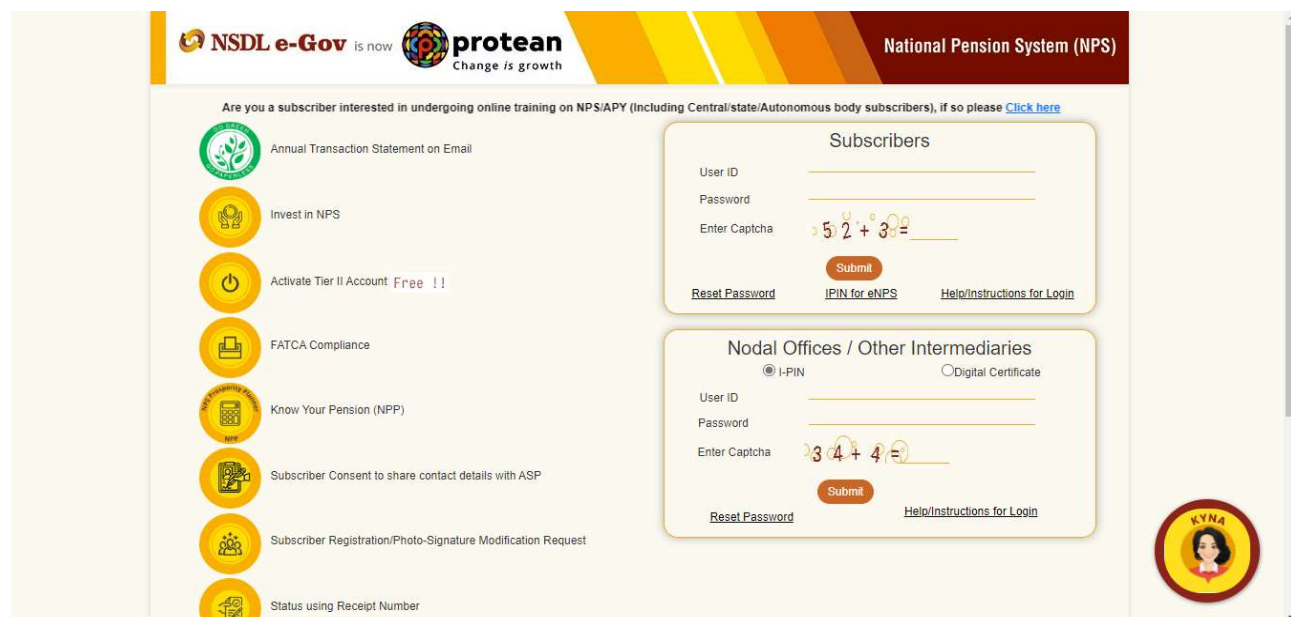
In some instances, PAO may have erroneously transferred excess amount to a PRAN and the amount has been credited into the subscriber account. The resolution of these cases can be done by the PAO.

Following are the validations which are in place for capturing the request in CRA system:

1. PAO can capture the request for only that record which has been uploaded by it, irrespective of whether at present the Subscriber is associated with that nodal office or not.
2. Unless and until the request captured earlier for a PRAN and Transaction ID combination is processed in the system for a PRAN, PAO will not be able to capture a fresh entry for the same combination. For example, PAO has captured the rectification request for regular credit of April'12 for PRAN 11xxxxx123 and Transaction ID 1xxxx12. Unless this request is effectively completed, PAO will not be able to capture any other request for credit pertaining to same PRAN and Transaction ID for this particular subscriber.
3. The PRAN should be in active status in the CRA system.
4. In these cases, the units credited in the subscriber account (equivalent to the excess contribution amount credited) erroneously would be redeemed, and total realized amount would be credited back to the bank account details of PAO registered in CRA system.

Capturing of Request

PAO will login into the CRA system (www.cra-nsdl.com) by using its User ID and I-PIN. Please refer Figure 1.



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National Pension System (NPS)

Are you a subscriber interested in undergoing online training on NPS/APY (Including Central/state/Autonomous body subscribers), if so please [Click here](#)

Subscribers

User ID _____

Password _____

Enter Captcha _____

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID _____

Password _____

Enter Captcha _____

[Reset Password](#) [Help/Instructions for Login](#)

Services:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account Free !!
- FATCA Compliance
- Know Your Pension (NPP)
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number

KYNA

(Figure 1)

Once PAO login into the CRA site, 'Error Rectification Module' menu will be shown. User will click the sub-menu 'Rectification of Erroneous Transfer to subscriber'. Please refer Figure 2.



(Figure 2)

User will be shown the Welcome page of this menu. A summary containing information relevant to the menu has been provided in the Welcome page. Please refer Figure 3.



(Figure 3)

User will click the 'Continue' button to capture the request.

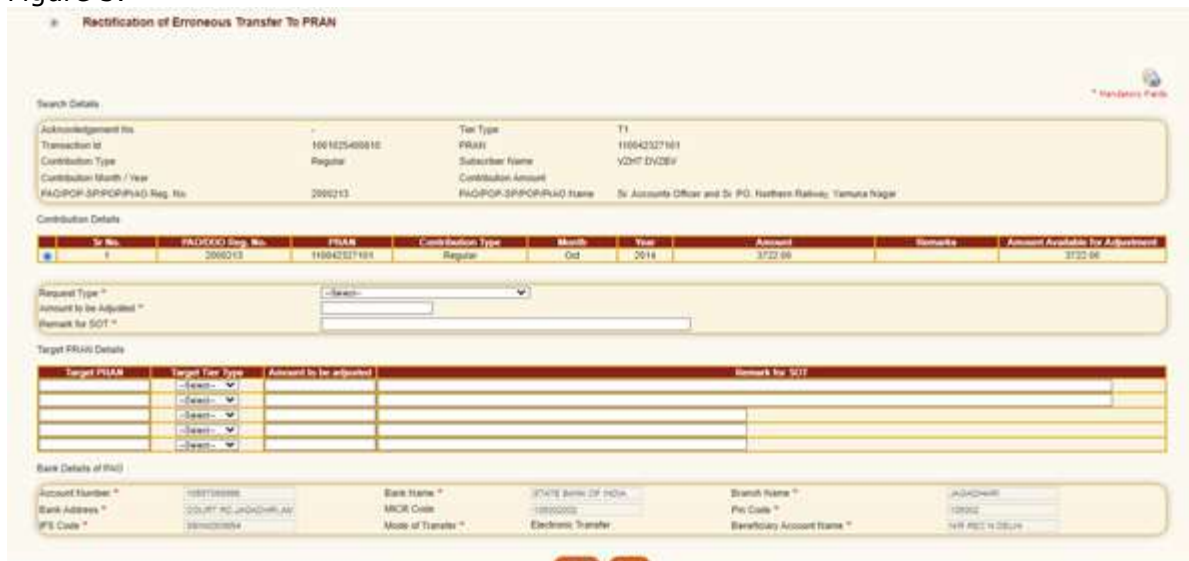


The screenshot shows the NPS portal interface. At the top, there's a header with the NSDL e-Gov logo and the protean logo. Below the header, there's a navigation bar with various links like 'Grievance', 'User Maintenance', 'Views', etc. The main content area displays the 'Rectification of Erroneous Transfer To PRAN' form. The form includes fields for Transaction ID, PRAN, Contribution Type, Contribution Month & Year, Contribution Amount, and Tier Type. There are 'Submit' and 'Reset' buttons at the bottom of the form. A banner at the bottom reads 'Retired life ka sahara, NPS hamara'.

(Figure 4)

User will provide the required details. It is mandatory to provide '**Transaction ID**' and **PRAN**. User can also provide the additional details such as Contribution type, Contribution Month and Year and the amount which has been credited to the subscriber. If the PRAN is not uploaded in the Transaction ID, CRA system will show as 'No Record Found'.

Once User clicks the submit button, following screen will be shown to the User. Please refer Figure 5.



The screenshot shows the search results for the 'Rectification of Erroneous Transfer To PRAN' form. It displays a table with columns for Sr No., PAN/PRAN, PRAN, Contribution Type, Month, Year, Amount, Remarks, and Amount Available for Adjustment. Below the table, there are sections for 'Required Type', 'Amount to be Adjusted', 'Remark for SOT', 'Target PRAN Details', and 'Bank Details (If any)'. The 'Bank Details' section includes fields for Account Number, Bank Name, MICR Code, Mode of Transfer, Branch Name, Pin Code, and Beneficiary Account Name.

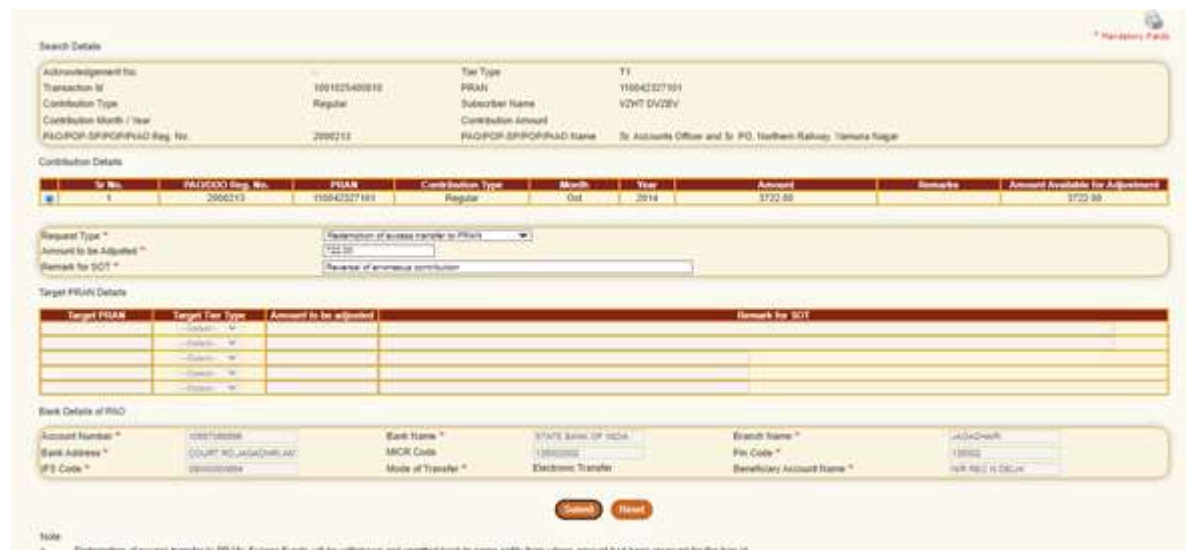
Classification: Public	Version No. : 1.1	20-12-2024	Page: 10 of 46
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(Figure 5)

User will be shown all the contributions uploaded for the PRAN based on the search criteria. User has to choose the records where rectification is required. User will provide the following;

1. **Amount to be Adjusted:** PAO User will provide the amount which is to be debited from the selected record. This particular amount will be debited from the subscriber account and will be transferred to the bank account details provided by PAO.
2. **Remarks for Transaction Statement (TS):** PAO User will provide the appropriate remark in this field for subscriber's TS. This remark will be shown in the subscriber's TS with the debit entry of the 'Amount to be Adjusted'.
3. **Bank Details:** For processing of Excess Transfer to PRAN request, Bank details of the concerned nodal office must be registered in CRA system. As, while capturing ERM request registered bank details get 'Auto Populated' and same are non-editable. Amount realized due to execution of rectification request will be credited to this bank account.

After providing the mandatory details, when PAO clicks the submit button, User will be shown the confirmation page as below. Please refer Figure 6.



Search Details

Acknowledgement No.	1001025400010	File Type	T1
Transaction ID	10040327101	PRAN	10040327101
Contribution Type	Regular	Subscriber Name	VJHT DVZBV
Contribution Month / Year		Contribution Amount	
PAOPOR.SPPOFNSD Reg. No.	2000213	PAOPOR.SPPOFNSD Name	To Accounts Office and To PO, Southern Railway Tirumala Nagar

Contribution Details

Sr No.	PAOPOR Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
1	2000213	10040327101	Regular	Oct	2014	3720.00		3720.00

Requested Type *
 Amount to be Adjusted **
 Remark for SOT *

Target PRAN Details

Target PRAN	Target File Type	Amount to be adjusted	Remark for SOT

Bank Details of PAO

Account Number *	1001000000	Bank Name *	STATE BANK OF INDIA	Branch Name *	COURT ROAD
Bank Address *	COURT ROAD, DELHI	MCLR Code	10000000	Pin Code *	110002
IFS Code *	0000000000	Mode of Transfer *	Electronic Transfer	Beneficiary Account Name *	PAO REC N DELHI

Note
 Rectification of excess transfer to PRAN: Excess Funds will be withdrawn and credited back to same entity from where amount had been received for the transaction.

(Figure 6)

User will click on the Confirm button and Acknowledgement ID will be provided to the User. User should note down the Acknowledgment number for tracking the status of the request. Please refer Figure 7.

➤ **Erroneous Transfer To PRAN**

Search Details

Acknowledgment No.	-	Tran Type	T1
Transaction ID	1081625406816	PRAN	108642327181
Contribution Type	Regular	Subscriber Name	VJHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.86
PAOPOR-SPPOPR-PAO Reg. No.	2086213	PAOPOR-SPPOPR-PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAOPOR Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2086213	108642327181	Regular	Oct	2014	3722.86		3722.86

Request Details

Request Type: Redemption of excess transfer to PRAN

Amount to be Adjusted: 3722.86

Remark for SOT: Reversal of erroneous contribution

Bank Details of PAO

Account Number	1051755666	Bank Name	STATE BANK OF INDIA	Branch Name	JASADHARI
Bank Address	COURT RD JASADHARILAMBALA HARTI/ARJ	MBOR Code	13062062	Pin Code	135002
IFSC Code	SBIN0000654	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	SR REC N DELHI

[Confirm](#) [Cancel](#)

Retired life ka sahara, NPS humara

Home | Contact Us | System Configuration | Bank Viewed | Enrolment Secured | Privacy Policy | Grievance Redressal Policy

Welcome Pay and Accounts Office-10810254033

Navigate to NPSCAN 04-Jun-2023 Home | Logout

[Home](#)
[User Maintenance](#)
[Views](#)
[Additional Reports \(New\)](#)
[Dashboard](#)
[COMS BackOffice](#)
[Master Download](#)
[Rental Office Upload](#)
[Error Rectification Module](#)
[Recruitment Monitoring](#)
[Exit Withdrawal Request](#)

[Knowledge Center](#)
[Transaction](#)
[Authorise Request](#)
[CRKYCompliance](#)

Request Captured Successfully Acknowledgment ID is: 10000778980 Request pending for verification

➤ **Rectification of Erroneous Transfer To PRAN**

Search Details

Acknowledgment No.	-	Tran Type	T1
Transaction ID	1081625406816	PRAN	108642327181
Contribution Type	Regular	Subscriber Name	VJHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.86
PAOPOR-SPPOPR-PAO Reg. No.	2086213	PAOPOR-SPPOPR-PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAOPOR Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2086213	108642327181	Regular	Oct	2014	3722.86		3722.86

Request Details

Request Type: Redemption of excess transfer to PRAN

Amount to be Adjusted: 3722.86

Remark for SOT: Reversal of erroneous contribution

Bank Details of PAO

Account Number	1051755666	Bank Name	STATE BANK OF INDIA	Branch Name	JASADHARI
Bank Address	COURT RD JASADHARILAMBALA HARTI/ARJ	MBOR Code	13062062	Pin Code	135002
IFSC Code	SBIN0000654	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	SR REC N DELHI

Master Details

Action/Event/Log	User ID	Request Status	Remarks
2022-06-01 17:24:32,529/73	0001025403	Captured	Reversal of erroneous contribution

Checker Details

Action/Event/Log	User ID	Request Status	Remarks

Authorizer Details

Action/Event/Log	User ID	Request Status	Remarks

Retired life ka sahara, NPS humara

(Figure 7)

Request will be available to 2nd level PAO User to verify the rectification of excess transfer to PRAN.

Verification of Request

Another User will login into the CRA site using the second User ID and I-Pin. Once User logs into the site, User will click on the sub-menu 'Verify Rectification of Erroneous Transfer to subscriber'. Please refer Figure 8.



(Figure 8)

User will provide the PRAN/Acknowledgement ID and select the 'Request Type' in the search screen. User can also search the request by providing the 'Date Range'. Please refer Figure 9.



(Figure 9)

Once User provides the search fields, Acknowledgment ID hyperlink will be provided to the User. Please refer Figure 10.



NSDL e-Gov is now **protean** **National Pension System (NPS)**

Welcome Prg and Accounts Office-1001023402 | Navigate to NPSCAN | 01-Jun-2023 | Home | Logout

Navigation: [Home](#) | [User Maintenance](#) | [Views](#) | [Additional Reports \(New\)](#) | [Dashboard](#) | [COMS BackOffice](#) | [Master Download](#) | [Nodal Officers Upload](#) | [Error Rectification Module](#) | [Recruitment Monitoring](#) | [Exit Withdrawal Request](#)

Knowledge Center | Transaction | Authorize Request | KYCC Compliance

Rectification of Erroneous Transfer To PRAN

PRAN: Acknowledgment No.: Request Type: Capture Date - From: To:

Table: Transaction Details

Acknowledgment No.	PRAN	Request Type	Captured By	Capture Date
10000113882	110042327191	Rectification of Excess Transfer To PRAN	1001023402	29-05-2022

Retired Life ka sahara, NPS hawara

(Figure 10)

Once User clicks the hyperlink, rectification details will be shown to the User. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks' field for their reference while processing the request. Please refer Figure 11.



NSDL e-Gov is now **protean** **National Pension System (NPS)**

Welcome Prg and Accounts Office-1001023402 | Navigate to NPSCAN | 01-Jun-2023 | Home | Logout

Navigation: [Home](#) | [User Maintenance](#) | [Views](#) | [Additional Reports \(New\)](#) | [Dashboard](#) | [COMS BackOffice](#) | [Master Download](#) | [Nodal Officers Upload](#) | [Error Rectification Module](#) | [Recruitment Monitoring](#) | [Exit Withdrawal Request](#)

Knowledge Center | Transaction | Authorize Request | KYCC Compliance

Rectification of Erroneous Transfer To PRAN

Search Details

Acknowledgment No.	10000113882	PRAN	110042327191
Transaction Id	100102340010	Request Type	Rectification of Excess Transfer To PRAN
Contribution Type	Regular	Contributor Name	VINAY KUMAR
Contribution Month / Year	Oct-2014	Contribution Amount	3722.00
PRAN/PRAN/PRAN/PRAN Reg. No.	2000213	PRAN/PRAN/PRAN/PRAN Name	Sr. Accounts Officer and Sr. PG, Southern Railway, Yamuna Nagar

Contribution Details

PRAN/PRAN Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042327191	Regular	Oct	2014	3722.00		3722.00

Request Details

Request Type: Rectification of excess transfer to PRAN
 Amount to be Adjusted: 3722.00
 Remark for SOT: Reversal of erroneous contribution

Bank Details of PRAN

Account Number	1305700000	Bank Name	STATE BANK OF INDIA	Branch Name	JALANDHAR
Bank Address	COURT RD, JALANDHAR, JALANDHAR	MICR Code	130000002	Pin Code	150002
IFSC Code	SBIN0000004	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NM REC N DELHI

Master Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 17:24:32.43523	1001023402	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks


Authorizer Details

Action Timestamp	User ID	Request Status	Remarks

Remarks:

(Figure 11)

When the User submits the request, 'Request Verified Successfully, Acknowledgement ID is 100XXXXXX Pending for authorization' message will appear. Kindly note, if the PrAO User rejects the request, PAO User has to capture the fresh request for rectification, if needed. Please refer Figure 12.



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Welcome Pay and Accounts Office 100103462

Navigation to NPS/CAN 01-Jun-2023 Home | Logout

[Home](#)
[User Maintenance](#)
[Views](#)
[Additional Reports \(New\)](#)
[Dashboard](#)
[CGMS BackOffice](#)
[Master Download](#)
[Model Office Upload](#)
[Error Rectification Module](#)
[Recruitment Monitoring](#)
[Exit Withdrawal Request](#)

[Knowledge Centre](#)
[Transaction](#)
[Authn Request](#)
[KYC Compliance](#)

Request Verified Successfully Acknowledgement ID is: 1000779999 Pending for Authorization

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No	1000779999	Tran Type	T1
Transaction Id	10102540010	PRAN	1006037101
Contribution Type	Regular	Subscriber Name	VDHT DVCEH
Contribution Month / Year	Oct 2014	Contribution Amount	3722 INR
NAOPOR (SPROPIN) Reg. No	2000210	NAOPOR (SPROPIN) Name	Sr. Accounts Officer and Sr. PG, Northern Railway, Yamuna Nagar

(Figure 12)

Once request is authorized by PrAO, the units credited in the subscriber account (equivalent to the contribution amount credited) erroneously would be redeemed, and total realized amount (in Indian Rupees) would be credited back to the PAO's bank account details registered in CRA system. For example, PAO X had remitted Rs.55,000/- instead of Rs.5,500/- inadvertently in the subscribers PRAN - 110056XXXXXX on March 22, 2009. Let us say, as per NAV Rs.10/-, 5,500 units were created for Rs.55,000/- in the subscriber's account. On February 15, 2012, PAO requested for refund of excess transferred amount to a PRAN (Rs.49,500/-) as PAO/PrAO have identified the excess remittance which has been credited in subscribers account. PrAO will authorise the request (say on February 20, 2012) and balance units (5,500 units - 550 units of subscriber = 4,950 units) will be redeemed on next settlement day i.e. on February 21, 2012. Then NAV of February 21, 2012 is applicable for redemption. If, NAV is Rs.13.50/-, then amount of Rs.66,825/- (4,950 units X 13.50) will be transferred to the withdrawal account maintained with Trustee Bank on T+2 day ('T' being the date on which the ERM request get considered for pay-in). Trustee Bank will further transfer the total realised amount to the PAO's Bank account details registered in CRA system.

Authorisation of Request

PrAO User will be able to view the request verified by the PAO. User has to click the menu 'Error Rectification Module' and sub-menu 'Authorise rectification of Erroneous Transfer to subscriber'. Please refer Figure 13.



(Figure 13)

Search screen will be provided to the PrAO User where User has to provide the PRAN/Acknowledgement ID and select the 'Request Type'. Request can also be searched by using the 'Date Range'. Hyperlink will be provided to the User. Please refer Figure 14.







The screenshot displays the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo, and the text 'National Pension System (NPS)'. Below the header is a navigation bar with links such as 'Transactions', 'PAO Fund Details', 'Subscriber Registration', 'Grievance', 'User Maintenance', 'Views', 'Reports', 'Additional Reports (New)', 'Master Download', 'Dashboard', 'CGMS BackOffice', and 'Model Officers Upload'. The main content area shows the 'Rectification of Erroneous Transfer To PRAN' form. The form contains fields for 'PRAN', 'Acknowledgement No.', 'Request Type' (with a dropdown menu), 'PRAN/POF/SPFOR/PAO Reg. No.', 'Capture Date - From', and 'Capture Date - To'. Below the form is a table with columns: 'Acknowledgement No.', 'PRAN', 'Request Type', 'Captured By', 'Capture Date', 'PAO Reg. No.', 'PAO Name', 'Checker Name', and 'Checker Action Date'. The table contains one row of data.

Acknowledgement No.	PRAN	Request Type	Captured By	Capture Date	PAO Reg. No.	PAO Name	Checker Name	Checker Action Date
10000700000	100042527101	Redemption of Erroneous Transfer To PRAN	1001025403	20-06-2022	2000213	Dr. Accounts Officer and Sr. PO, Jalandhar Railway, Yamuna Nagar	1001025403	20-06-2022

(Figure 14)

Once PrAO User clicks the hyperlink, rectification details will be shown to the User. PrAO has to check the details verified by the PAO. PAO should provide offline erroneous credit details to PrAO so that PrAO User can authorise the details in CRA system. PrAO User should check all the details entered by the PAO Users based on the offline details received from the PAO such as Source PRAN, amount to be debited from source PRAN and Payment to be received in the Bank account etc. User has the option to 'Accept' or 'Reject' the request. Kindly note, if the request is rejected by the PrAO User, PAO User has to capture the fresh request for rectification, if needed. PrAO User can also provide the remarks in 'remarks' field for their reference while processing/rejecting the request. Please refer Figure 15.


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National Pension System (NPS)

Welcome Principal Accounts Office: 111044700
Navigate to NPSCAN
04 Jun 2023
Home | Logout

Transaction
PFO Fund Details
Subscriber Registration
Get Service
User Maintenance
Views
Reports
Additional Reports (New)
Master Download
Dashboard
CGMS BackOffice
Model Office Upload

Error Rectification Module
Recruitment Monitoring
Exit Withdrawal Request
Knowledge Centre
CRCC Compliance

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	1060077888	Trn Type	T1
Transaction ID	1061025400810	PRAN	110040327181
Contribution Type	Regular	Subscriber Name	VDHT DV28V
Contribution Month / Year	Oct 2019	Contribution Amount	3722.86
NAGPDR-SPICOPINAG Reg. No.	2000219	NAGPDR-SPICOPINAG Name	Sr Accounts Officer and Sr PG, Northern Railway, Yamuna Nagar

Contribution Details

PFO/CGO Sys. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000219	110040327181	Regular	Oct	2019	3722.86		3722.86

Request Details

Request Type	Rectification of Excess Transfer to PRAN
Amount to be Adjusted	722.86
Remarks for SOT	Reversal of erroneous contribution

Bank Details of RPO

Account Number	19557000568	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHARI
Bank Address	COURT RD,JAGADHAR,AMBALA,HARYANA	BRBR Code	130000002	Pst Code	133002
IFSC Code	SBIN0000564	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NRI REC N DELHI

Master Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 17:24:32 628523	10110254007	Cancelled	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-03 18:58:35 9157	10110254007	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
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Remarks

☒ Accept
 ☐ Reject

Submit
Cancel

(Figure 15)

When the PrAO User submits the request, 'Request Authorised Successfully, Acknowledgement ID is 100XXXXXX' message will appear. Please refer Figure 16.

Welcome Principal Accounts Officer 1110143700 Navigate to NPSCAN 01-Jun-2023 Home | Logout

Transaction PND Field Details Subscriber Registration Clearance Unit Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Office Upload

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre OGYO Compliance

Request Authorized Successfully/Acknowledgement ID is 10000772900

✕ Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	10000772900	Tran Type	T1
Transaction ID	100102340010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VDHT DV28V
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAOPOR.SPAPOR(PNAD) Reg. No.	2000213	PAOPOR.SPAPOR(PNAD) Name	Sr. Accounts Officer and Sr. PG, Northern Railway, Varanasi Nagar

Contribution Details

PAOPOR Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042327101	Regular	Oct	2014	3722.00		

Request Details

Request Type: Redemption of Erroneous Transfer to PRAN

Amount to be Adjusted: T22.00

Remark for SOT: Reversal of erroneous contribution

Bank Details of PND

Account Number	1005700000	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADPUR
Bank Address	COURT RD JAGADPUR,AMBALA HARYANA	MCR Code	10000000	Pin Code	131002
IFSC Code	SBIN0000054	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NRI REC TO DELHI

History Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 17:24:32.426523	1001023401	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 18:59:35.9197	1001023401	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 19:04:58.475045	110114730	Authorized	Approved

Retired life in saharā, NPS haryana

(Figure 16)

CRA will process the request which has been authorized by the PrAO. CRA will redeem the units and transfer the funds to the PAO account (provided at the time of request) on T+2 basis ('T' being the date on which the ERM request get considered for pay-in).

3 (B). Transfer to PRAN 1 instead of PRAN 2

In some cases, PAO has inadvertently transferred an amount to a PRAN-1 instead of PRAN-2. Accordingly units have been credited in the PRAN-1. As the amount is already credited to PRAN-1 (i.e. file is matched and booked), correction file cannot be uploaded by the PAO. In such cases, PAO has to put the request for rectification of entry in 'Error Rectification Module'. Following are the validations built in the system:

1. PAO can capture the request for only that record which has been uploaded by it, irrespective of whether at present the Subscriber (source/Target) is associated with that nodal office or not.
2. Both the PRANs (i.e. Source as well as Target) should be in active status in CRA system.
3. Unless and until the request captured earlier for a PRAN and Transaction ID combination is processed in the system for a PRAN, PAO will not be able to capture a fresh entry for the same combination. For example, PAO has captured the rectification request for regular credit of April'12 for PRAN 11xxxxx123 and Transaction ID 1xxxx12. Unless this request is

effectively completed, PAO will not be able to capture any other request for credit pertaining to same PRAN and Transaction ID for this particular subscriber.

4. PAO can capture request to transfer fund from one source PRAN to maximum of five Target PRANs in a particular request.

*** In case, the subscriber's scheme ratio is identical (at the time of erroneous credit as well as at the time of rectification) then equivalent units will be transferred from the source PRAN to the target PRAN.**

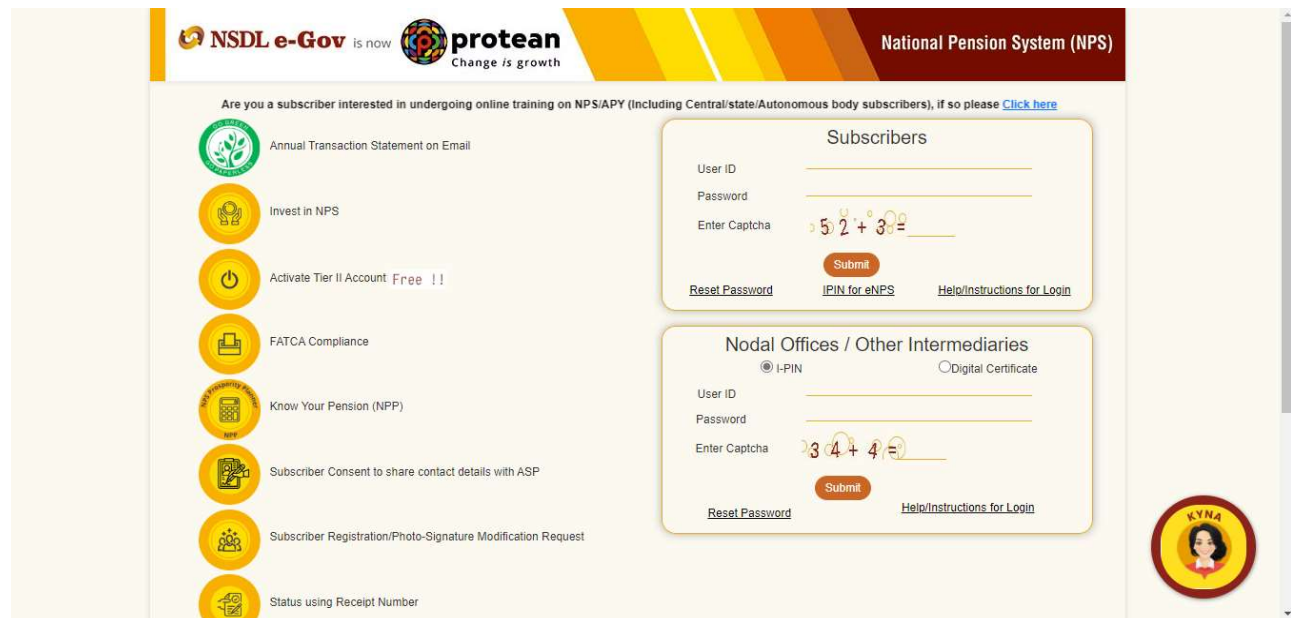
Illustration: On April 22, 2008, PAO X had inadvertently remitted excess of Rs.2,000/- in 'PRAN-1', instead of 'PRAN-2'. Based on NAV of Rs.10/-, 200 units were created for Rs.2,000/- and credited to PRAN-1. On February 15, 2012, PAO X has requested for rectification of incorrect credit in PRAN-1 and transfer of investment to PRAN-2. After PrAO authorizes the request for incorrect remittance of Rs.2000/-, 200 units will be debited from the source PRAN-1 and credited to the target PRAN-2 at the End of the Day.

**** In case, where subscriber's scheme ratio is not identical (at the time of erroneous credit and at the time of rectification) then units worth of excess transferred amount will be redeemed from the source PRAN. Further, the redeemed amount will be re-invested as per the scheme ratio of target PRAN.**

Illustration: On March 1, 2013, PAO X had inadvertently remitted excess of Rs.3,000/- in 'PRAN-1' instead of 'PRAN-2'. Based on NAV of Rs.10/- of 'SBI scheme -G', 300 units were created for Rs.3,000/- and credited to PRAN-1. After PAO has identified the error, PAO captures and verifies the rectification request on July 2, 2013 and PrAO authorises the request on July 4, 2013. Based on the NAV (Rs.12/-) of July 4, 2013, 250 units will be redeemed from the PRAN-1. The realised amount (300x12=3600) will be re-invested in the target PRAN as per the T+2 settlement cycle ('T' being the date on which the ERM request get considered for pay-in).

Capturing of Request

Once PAO logs into the CRA site, there is a menu of 'Error Rectification Module'. User will click the sub-menu 'Rectification of Erroneous Transfer to subscriber'. Please refer Figure 17.



The screenshot shows the NPS portal interface. At the top, it says "NSDL e-Gov is now protean Change is growth" and "National Pension System (NPS)". Below this, there's a message: "Are you a subscriber interested in undergoing online training on NPS/APY (including Central/state/Autonomous body subscribers), if so please [Click here](#)".

On the left, there's a vertical menu with icons and labels:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account Free !!
- FATCA Compliance
- Know Your Pension (NPP)
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number

On the right, there are two login sections:

Subscribers

User ID: _____
 Password: _____
 Enter Captcha: 5 2 + 3 = _____
 Submit
[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID: _____
 Password: _____
 Enter Captcha: 3 4 + 4 = _____
 Submit
[Reset Password](#) [Help/Instructions for Login](#)

At the bottom right, there's a circular logo with a woman's face and the text "KYNA".

(Figure 17)

User will be shown the Welcome page of this menu. A summary containing information relevant to the menu has been provided in the Welcome page. Please refer Figure 18 and 19.



The screenshot shows the NPS portal interface with a dropdown menu open. The menu items are:

- Verification of Excess Transfer to Trustee Bank
- Verify Rectification of Excess Transfer to Trustee Bank
- View Request Status
- Rectification of Excess Transfer to subscriber
- Verify Rectification of Excess Transfer to subscriber
- Redemption of non NPS Contribution
- Verify Rectification of non NPS Contribution
- Verify Rectification of non NPS Contribution

Below the menu, there's a message: "Welcome to Central Recordkeeping Agency".

Below that, there's a link: [Click here to view list of Exit Claim IDs awaiting any](#)

Below that, there's a message: "Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes

Below that, there's a link: [Click here for details related to 'Voluntary Contribution in Tier I account](#)

Below that, there's a message: "Information regarding online submission of FATCA Self-Certification in Subscribers login may be viewed from your subscribers. For details, Click here

Below that, there's a link: [Click here for PFREDAdvisory on streamlining of handling of Exit cases](#)

Below that, there's a link: [NPS Operations Guide PAF/DTO DDO](#)

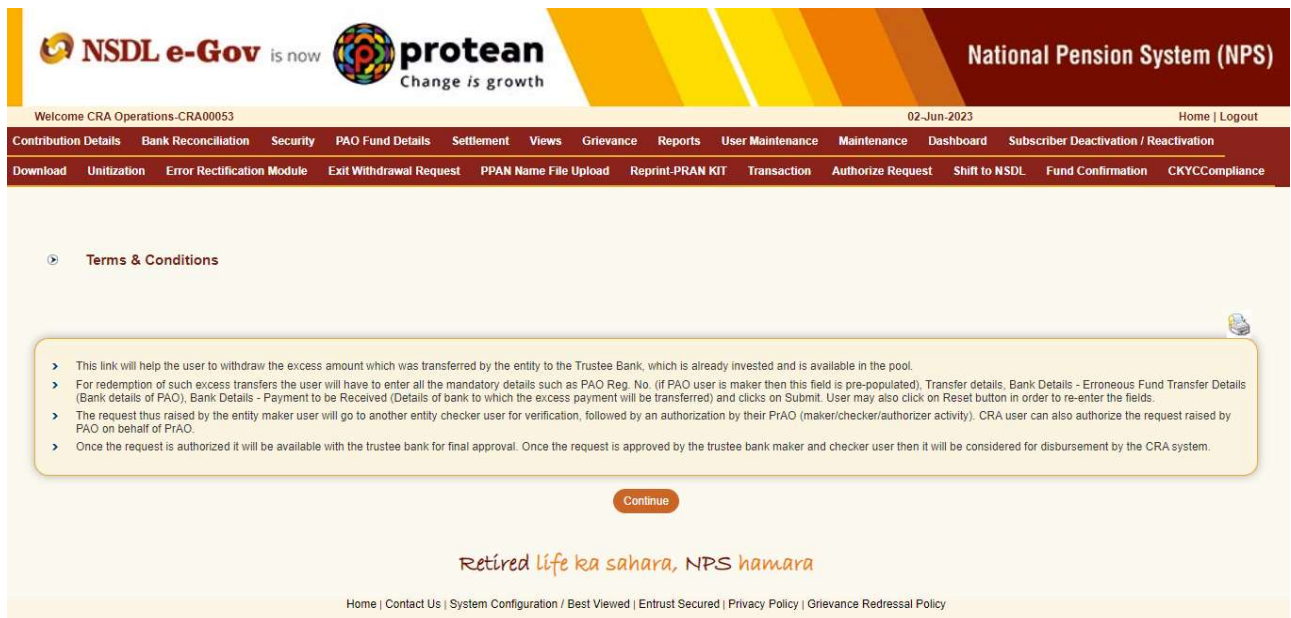
Below that, there's a link: [CRA Helpline for Nodal Offices 1800-222-601 \(toll-free\)](#)

At the bottom, there's a banner: "Retired Life ka sahara, NPS hamara"

At the very bottom, there's a footer: "Home | Contact Us | System Configuration | Best Viewed | Content Secured | Privacy Policy | Grievance Redressal Policy"

(Figure 18)

User has to click the 'Continue' button to capture the request.



NSDL e-Gov is now **protean** Change is growth

Welcome CRA Operations-CRA00053 02-Jun-2023 Home | Logout

Contribution Details Bank Reconciliation Security PAO Fund Details Settlement Views Grievance Reports User Maintenance Maintenance Dashboard Subscriber Deactivation / Reactivation

Download Unitization Error Rectification Module Exit Withdrawal Request PPAN Name File Upload Reprint-PRAN KIT Transaction Authorize Request Shift to NSDL Fund Confirmation CKYC Compliance

Terms & Conditions

- This link will help the user to withdraw the excess amount which was transferred by the entity to the Trustee Bank, which is already invested and is available in the pool.
- For redemption of such excess transfers the user will have to enter all the mandatory details such as PAO Reg. No. (if PAO user is maker then this field is pre-populated), Transfer details, Bank Details - Erroneous Fund Transfer Details (Bank details of PAO), Bank Details - Payment to be Received (Details of bank to which the excess payment will be transferred) and clicks on Submit. User may also click on Reset button in order to re-enter the fields.
- The request thus raised by the entity maker user will go to another entity checker user for verification, followed by an authorization by their PrAO (maker/checker/authorizer activity). CRA user can also authorize the request raised by PAO on behalf of PrAO.
- Once the request is authorized it will be available with the trustee bank for final approval. Once the request is approved by the trustee bank maker and checker user then it will be considered for disbursement by the CRA system.

Continue

Retired life ka sahara, NPS hamara

Home | Contact Us | System Configuration / Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

(Figure 19)

User has to provide the required detail in the relevant fields. It is mandatory to provide **'Transaction ID'** and **PRAN (which has received incorrect credit)**. User can also provide the additional details such as Contribution type, Contribution Month and Year and the amount which has been credited to the subscriber. If the PRAN is not part of the Transaction ID, a message will be shown as 'No Record Found'.



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office-1001535422 Navigate to NPS/CAN 09-Jun-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Nodal Officers Upload Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre

Transactions Authorize Request CKYC Compliance

Rectification of Erroneous Transfer To PRAN

Transaction id * Randomly Filled

PRAN *

Contribution Type

Contribution Month & Year

Contribution Amount

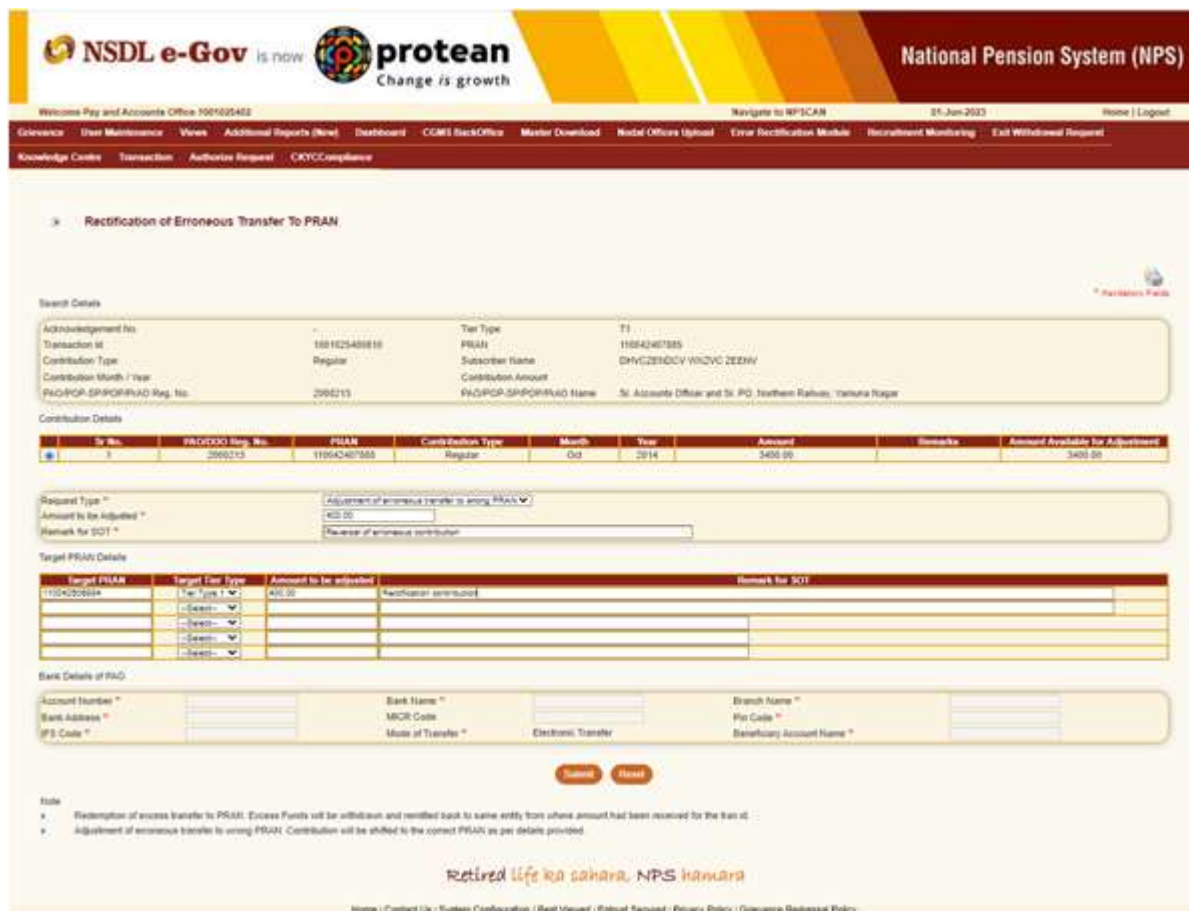
Tier Type *

Submit Reset

Retired life ka sahara, NPS hamara

(Figure 10)

Once User clicks the submit button, following screen will be shown to the User. Please refer Figure 21.



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National Pension System (NPS)

Welcome Pay and Accounts Office 1001025452 | Navigate to NPFCAN | 07-Jun-2023 | Home | Logout

[Grievance](#) | [User Maintenance](#) | [Views](#) | [Additional Reports \(New\)](#) | [Dashboard](#) | [CGMI BackOffice](#) | [Master Download](#) | [Nodal Officers Upload](#) | [Error Rectification Module](#) | [Recruitment Monitoring](#) | [Exit Withdrawal Request](#)
[Knowledge Centre](#) | [Transaction](#) | [Authorities Request](#) | [CAYC Compliance](#)

» Rectification of Erroneous Transfer To PRAN

Search Details

Acknowledgement No.	Transaction Id	Tier Type	TI
	1001025450110	PRAN	1104200000
Contribution Type	Regular	Subscriber Name	DRVIDENDU VINDU DEEN
Contribution Month / Year		Contribution Amount	
PAOPOR-SPORPRAN Reg. No.	2000215	PAOPOR-SPORPRAN Name	SI Accounts Officer and SI PO Southern Railway, Yamuna Nagar

Contribution Details

Sr No.	PAOPOR Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
1	2000215	1104200000	Regular	Oct	2014	3400.00		3400.00

Request Type *

Amount to be Adjusted *

Remark for SOT *

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be credited	Remark for SOT
1104200000	Tier Type 1	400.00	Rectification contribution

Bank Details of PAO

Account Number *	Bank Name *	Branch Name *
Bank Address *	MICR Code *	Pin Code *
IFSC Code *	Mode of Transfer *	Beneficiary Account Name *

Submit Cancel

Note

- Redemption of excess transfer to PRAN. Excess Funds will be withdrawn and credited back to same entity from where amount had been received for the sum of.
- Adjustment of erroneous transfer to wrong PRAN. Contribution will be shifted to the correct PRAN as per details provided.

Retired life ka sahara, NPS karam

Home | Contact Us | System Configuration | Best Viewed | Ethical Secured | Privacy Policy | Grievance Redressal Policy

(Figure 21)

User will be shown all the contributions uploaded for the PRAN based on the search criteria. User will choose the records where rectification is required. User will provide following details:

- Target PRAN:** PAO User will provide the PRANs where equivalent units of amount will be credited.
- Amount to be Adjusted:** PAO User will provide the amount which is to be debited from the selected record. This particular amount will be debited from the Source PRAN (subscriber account) and will be credited to the Target PRAN.
- Remarks for SOT:** PAO User will provide the appropriate remark in this field for subscriber's TS. This remark will be shown in the subscriber's TS with the credit entry of the 'Amount to be Adjusted'.

After providing the mandatory details, when PAO User clicks the submit button, User will be shown the confirmation page as below. Please refer Figure 22.

➤ **Erroneous Transfer To PRAN**

Search Details

Acknowledgement No.	1001023400010	Tier Type	T1
Transaction ID	1001023400010	PRAN	110042407985
Contribution Type	Regular	Subscriber Name	DHVCZENDCV WZVC ZEDNV
Contribution Month / Year	Oct 2014	Contribution Amount	3400.00
PAQPOP-SPPOP-PRAN Reg. No.	2000213	PAQPOP-SPPOP-PRAN Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAQPOP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407985	Regular	Oct	2014	3400.00		3400.00

Request Details

Request Type: Adjustment of erroneous transfer to wrong PRAN
 Amount to be Adjusted: 400.00
 Remarks for SOT: Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remarks for SOT
110042556034	Tier Type 1	400.00	Reversal of erroneous contribution

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(Figure 22)

User should check all the details and then click on the 'Confirm' button. Acknowledgement ID will be generated in the CRA system and a message "Request captured successfully, Acknowledgement ID is 100XXXXXX. Request pending for verification" will be shown to the User. User should note down the Acknowledgment number for tracking the status of the request. Please refer Figure 23.

NSDL e-Gov is now  **protean**
 Change is growth

Welcome Pay and Accounts Office-1001025402

Navigate to NPSCAN 01-Jun-2023 Home | Logout

[Overview](#)
[User Maintenance](#)
[Views](#)
[Additional Reports \(New\)](#)
[Dashboard](#)
[CGES BackOffice](#)
[Masters Download](#)
[Rodal Officers Upload](#)
[Error Rectification Module](#)
[Recruitment Monitoring](#)
[Exit Withdrawal Request](#)

[Knowledge Centre](#)
[Transaction](#)
[Authorities Request](#)
[CKYC Compliance](#)

Request Captured Successfully Acknowledgement ID is: 10000778801 Request pending for verification

➤ **Rectification of Erroneous Transfer To PRAN**

Search Details

Acknowledgement No.	10000778801	Tier Type	T1
Transaction ID	1001025400010	PRAN	110042407985
Contribution Type	Regular	Subscriber Name	DHVCZENDCV WZVC ZEDNV
Contribution Month / Year	Oct 2014	Contribution Amount	3400.00
PAQPOP-SPPOP-PRAN Reg. No.	2000213	PAQPOP-SPPOP-PRAN Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAQPOP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407985	Regular	Oct	2014	3400.00		3400.00

Request Details

Request Type: Adjustment of erroneous transfer to wrong PRAN
 Amount to be Adjusted: 400.00
 Remarks for SOT: Reversal of erroneous contribution

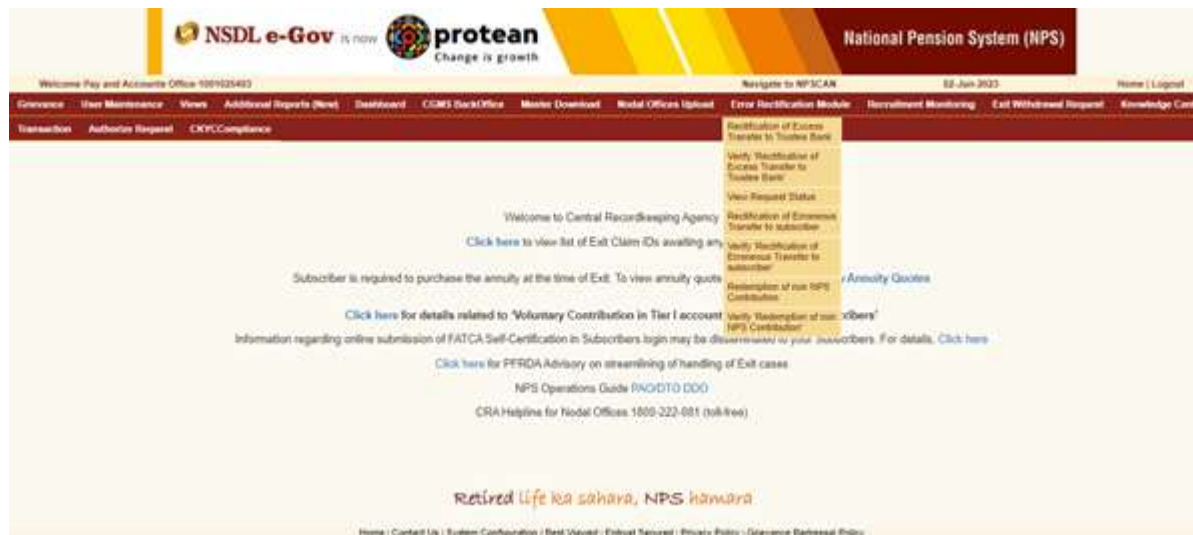
Target PRAN Details

(Figure 23)

Request will be available to 2nd level PAO User to verify the rectification of excess transfer to PRAN 1 instead of PRAN 2.

Verification of Request

Another PAO User will login into the CRA website using the second User ID and I-Pin. Once User login into the website, User has to click on the sub-menu 'Verify Rectification of Erroneous Transfer to subscriber'. Please refer Figure 24.



(Figure 24)

All pending requests will be shown to the User after clicking the 'Verify Rectification of Erroneous Transfer to subscriber'. User can search for a particular request by providing the Acknowledgement ID and 'Request Type'. User can also search the request by providing the 'Date Range'. Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 25.



(Figure 25)

Once User provides the search fields, hyperlink will be provided to the User. Please refer Figure 26.



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office 1001025403

Navigation to NPS/CAN 02-Jan-2023 Home | Logout

[Grievance](#)
[User Maintenance](#)
[Views](#)
[Additional Reports \(New\)](#)
[Dashboard](#)
[CGMS BackOffice](#)
[Master Download](#)
[Nodal Officers Upload](#)
[Error Rectification Module](#)
[Recruitment Monitoring](#)
[Exit Withdrawal Request](#)

[Knowledge Centre](#)
[Transaction](#)
[Authorise Request](#)
[KYC/Compliance](#)

Rectification of Erroneous Transfer To PRAN

PRAN:

Acknowledgement No:

Request Type:

PRAN/PRAN/PRAN/PRAN Reg No:

Capture Date - From:

Capture Date - To:

Submit Cancel

PRAN	Request Type	Captured By	Capture Date
1001025403	Adjustment of Erroneous Transfer To Wrong PRAN	1001025403	28-05-2023

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(Figure 26)

Once User clicks the hyperlink, rectification capture details will be shown to the User. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks' field for their reference while processing the request. Please refer Figure 27.



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office 1001025403

Navigation to NPS/CAN 02-Jan-2023 Home | Logout

[Grievance](#)
[User Maintenance](#)
[Views](#)
[Additional Reports \(New\)](#)
[Dashboard](#)
[CGMS BackOffice](#)
[Master Download](#)
[Nodal Officers Upload](#)
[Error Rectification Module](#)
[Recruitment Monitoring](#)
[Exit Withdrawal Request](#)

[Knowledge Centre](#)
[Transaction](#)
[Authorise Request](#)
[KYC/Compliance](#)

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No: 1001025403
 Transaction ID: 1001025403
 Contribution Type: Regular
 Contribution Month / Year: Oct-2014
 PRAN/PRAN/PRAN/PRAN Reg No: 1001025403

Tier Type: T1
 PRAN: 1001025403
 Subscriber Name: DHANDESHV VIKRANT DEEPA
 Contribution Amount: 3400.00
 PRAN/PRAN/PRAN/PRAN Name: Sr Accounts Officer and Sr PG Southern Railway Yamuna Nagar

Contribution Details

PRAN/PRAN/PRAN/PRAN Reg No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
1001025403	1001025403	Regular	Oct	2014	3400.00		3400.00

Master Details

Action Timestamp	User ID	Request Status	Remarks
2023-08-01 10:07:07	1001025403	Captured	Request of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks

Remarks:

Accept Reject

Submit Cancel

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Home | Contact Us | System Configuration | Best View | Exit Screenshot | Privacy Policy | Grievance Redressal Policy

(Figure 27)

When the User submits the request, 'Request Verified Successfully, Acknowledgement ID is 100XXXXXXX Pending for authorization' message will be shown. Kindly note, if the PrAO User rejects the request, PAO User has to capture the fresh request for rectification, if needed. Please refer Figure 28.



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National Pension System (NPS)

Welcome PrAO Accounts Office-1001026483 | Navigate to WPSCAM | 09 Jun 2023 | Home | Logout

[Governance](#) | [User Maintenance](#) | [Views](#) | [Additional Reports \(New\)](#) | [Dashboard](#) | [CGMS BackOffice](#) | [Master Download](#) | [Nodal Officers Upload](#) | [Error Rectification Module](#) | [Recruitment Monitoring](#) | [Exit Withdrawal Request](#)

[Knowledge Centre](#) | [Transaction](#) | [Authorise Request](#) | [CRYC Compliance](#)

Rectification of Erroneous Transfer to PRAN

Search Details

Admission/Registration No.	10000778891	PRAN	100542407885
Transaction ID	1001025400016	Subscriber Name	SHIVCZENHSCV VOZVVC ZEEHNV
Contribution Type	Regular	Contribution Amount	3400.00
Contribution Month / Year	Oct 2014	PRAO Name	Sr Accounts Officer and Sr PD, Northern Railway Varanasi Nagar
PRADROP-SPURPRAO Reg. No.	2000213		

Contribution Details

PRADROP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	100042407885	Regular	Oct	2014	3400.00		3400.00

Water Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 10:07:07.852334	10010254002	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 16:26:23.465677	10010254003	Verified	OK

Authoriser Details

Action Timestamp	User ID	Request Status	Remarks

Subscriber Details

Action Timestamp	PRAN	Request Status	Remarks

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Home | Contact Us | System Configuration / Back View | Enrolment | Privacy Policy | Grievance Redressal Policy

(Figure 28)

Once request is authorized by PrAO, units will be debited from the source PRAN and credited in the Target PRAN(s)

Authorisation of Request

PrAO User will be able to view the request verified by the PAO in his/her log-in. User has to click the menu 'Error Rectification Module' and sub-menu 'Authorise rectification of Erroneous Transfer to subscriber'. Please refer Figure 29.



Transaction Type	Count
Request Pin	1
Grievance pending for resolution	21
Withdrawal Request Verification	10

(Figure 29)

All the pending requests will be shown to the User after clicking the 'Authorise Rectification of incorrect credit in a PRAN'. Search screen will be provided to the PrAO/DTA User where User has to provide the PRAN/Acknowledgement ID and select the 'Request Type'. Request can also be searched by using the 'Date Range'. Hyperlink will be provided to the User. Please refer Figure 30.



Rectification of Erroneous Transfer To PRAN

PRAN:

Acknowledgement No:

Request Type:

PRAN/POF-SP/POF-PRAN Reg. No:

Capture Date - From:

Capture Date - To:





The screenshot displays the Protean NPS portal. The top navigation bar includes links for Transaction, PAO Fund Details, Subscriber Registration, Grievance, User Maintenance, Views, Reports, Additional Reports (New), Master Download, Dashboard, CGMS Track Office, and Model Office Upload. The main content area is titled 'Rectification of Erroneous Transfer To PRAN'. It contains a form with fields for Acknowledgment No., Request Type (set to 'Error'), PRAN/POF/SP/POF/PAO Reg. No., and Capture Date (From/To). Below the form is a table with columns: Ack No., PRAN, Request Type, Captured By, Capture Date, PAO Reg No., PAO Name, Checker User ID, and Checker Action Date. The first row of the table is highlighted with a red circle around the Ack No. '1000077881'.

Ack No.	PRAN	Request Type	Captured By	Capture Date	PAO Reg No.	PAO Name	Checker User ID	Checker Action Date
1000077881	110042407545	Adjustment of Erroneous Transfer To Wrong PRAN	1001025462	20-05-2023	2000215	Dr. Accounts Officer and Sr. PO, Southern Railway, Varanasi Nagar	1001025463	23-08-2022

(Figure 30)

Once PrAO/DTA User clicks the hyperlink, rectification details will be shown to the User. PrAO/DTA has to check the details verified by the PAO/DTO. PAO/DTO should provide offline details to PrAO/DTA so that PrAO/DTA User can authorise the details in CRA system. PrAO/DTA User should check all the details entered by the PAO/DTO Users based on the offline details received from the PAO/DTO such as Source PRAN, Target PRANs, amount to be debited from source PRAN and amount to be credited in the target PRANs etc. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks field for their reference while processing the request. Please refer Figure 31.


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National Pension System (NPS)

Welcome Principal Accounts Office-11164290
Navigate to NPSCAN
02-Jun-2023
Home | Logout

Transaction RAO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Model Officers Upload

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre C&YC Compliance

✚ Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	1000778801	Tier Type	T1
Transaction ID	1001025400010	PRAN	110040707805
Contribution Type	Regular	Subscriber Name	DHVCZEHDCV WQZVC ZEENV
Contribution Month / Year	Oct 2014	Contribution amount	3400.00
RAOPOR-SPRPOPRNo Reg. No.	2000213	RAOPOR-SPRPOPRNo Name	Sr Accounts Officer and Sr PD, Northern Railway, Varanasi Nagar

Contribution Details

PN/ODDO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110040707805	Regular	Oct	2014	3400.00		3400.00

Request Details

Request Type	Adjustment of Erroneous Transfer To Wrong PRAN
Amount to be Adjusted	400.00
Remark for SOT	Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
110042500004	Tier Type 1	400.00 Rectification contribution	

User Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 20:07:57.052024	10010254002	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 19:26:23.645877	10010254003	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks

Remarks

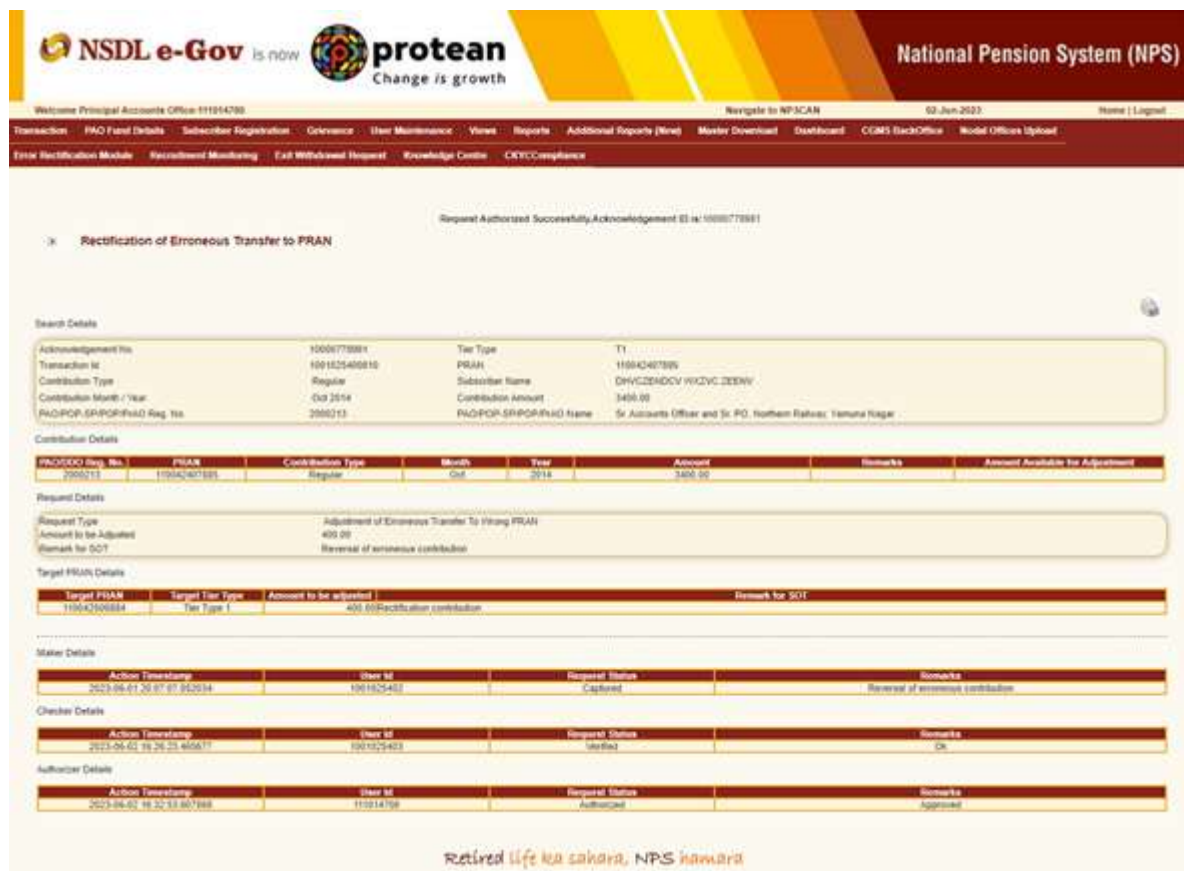
☒ Accept
 ☐ Reject

Submit
Cancel

Retired Life ka sahara. NPS khandara

(Figure 31)

When the PrAO/DTA User submits the request, message 'Request Authorised Successfully, Acknowledgement ID is 100XXXXXX' will be shown. Please refer Figure 32.



Welcome Principal Accounts Officer 111014700 | Navigate to NPSCAN | 02 Jun 2023 | Home | Logout

Transaction: PAO Fund Details | Subscriber Registration | Grievance | User Maintenance | Views | Reports | Additional Reports (New) | Master Download | Dashboard | CGMS BackOffice | Model Officers Upload

Error Rectification Module | Recordment Monitoring | Exit Withdrawal Request | Knowledge Centre | CRYCC Compliance

Request Authorized Successfully. Acknowledgement ID is: 1000778881

✕ Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	1000778881	Tier Type	T1
Transaction ID	1001025400810	PRAN	110042407806
Contribution Type	Regular	Subscriber Name	DHVCZENDCV RKZVC ZERNV
Contribution Month / Year	Oct 2014	Contribution Amount	1400.00
PAOPOP-SPROP-PRAN Reg. No.	2000123	PAOPOP-SPROP-PRAN Name	Sr Accounts Officer and Sr. PO, Southern Railway, Yamuna Nagar

Contribution Details

PAOPOP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000123	110042407806	Regular	Oct	2014	1400.00		

Request Details

Request Type: Adjustment of Erroneous Transfer To Wrong PRAN

Amount to be Adjusted: 400.00

Remark for DCI: Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for DCI
110042500888	Tier Type I	400.00 Rectification contribution	

Master Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 20:07:07.852034	1001025400	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 09:26:23.405477	0001025403	Verified	OK

Authoriser Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 16:22:33.607168	111014700	Authorized	Approved

Retired life ka sahara, NPS hamara

(Figure 32)

CRA will process the request which has been authorized by the PrAO/DTA. CRA will redeem equivalent units from the source PRAN (PRAN 1) and credit to the target PRAN (PRAN 2).

3 (C). Non-NPS Subscriber withdrawal

This scenario consists of a situation wherein PAO/DTO has inadvertently committed the error by allotting the PRAN for Non-NPS subscriber and also transferred the amount in the CRA system. Now the amount needs to be withdrawn and given back to the PAO/DTO. For this, PAO/DTO is required to use the functionality of Non-NPS subscriber withdrawal. PAO/DTO will login into the CRA system and click the 'Error Rectification Module'. A sub-menu will be provided for 'Non-NPS subscriber withdrawal'. The procedures to be followed to process the withdrawal requests are given as under:

1. Capturing of Request by PAO/DTO
2. Verification of Request by PAO/DTO
3. Authorisation of Request by PrAO/DTA

Before processing the request, certain validations will be performed such as:

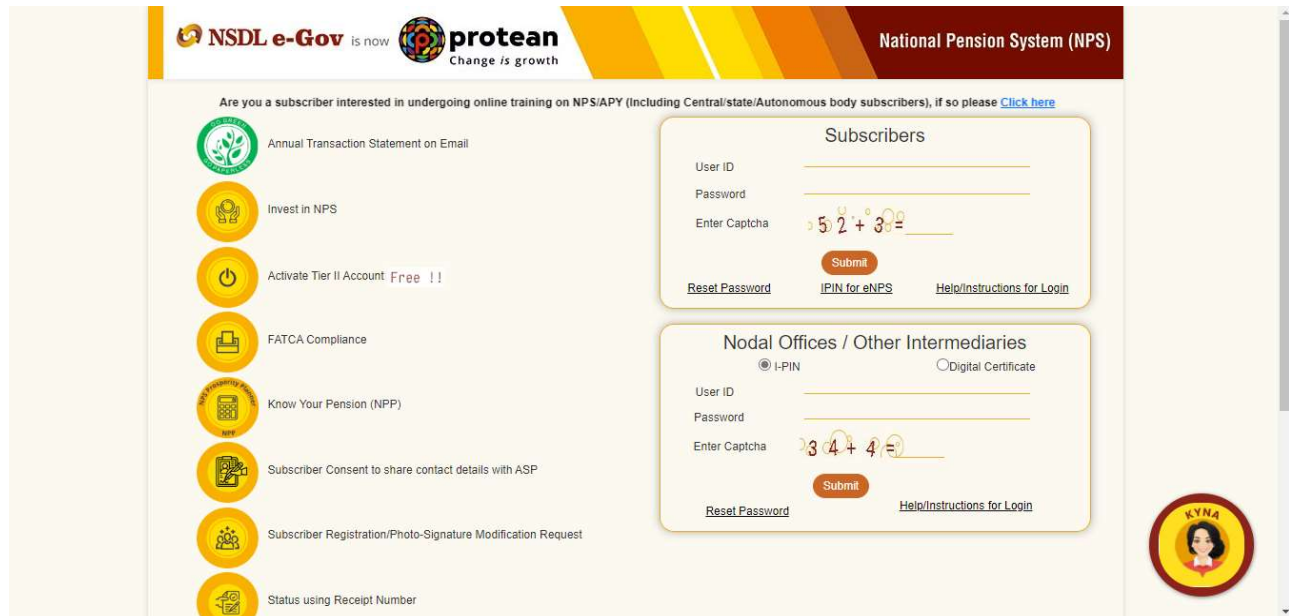
Classification: Public	Version No. : 1.1	20-12-2024	Page: 31 of 46
------------------------	-------------------	------------	----------------

- i. The PAO/DTO can capture and verify such requests only for the subscribers associated with it.
- ii. Request has to be authorized by the PrAO/DTA.
- iii. All the units credited in the subscriber's PRAN will be redeemed.
- iv. If there are any contribution files pending to be matched for the subscriber, then the request for withdrawal of funds will be rejected at EOD. These pending SCFs may be corrected by the PAO to exclude the said PRAN. Subsequently, request for non-NPS withdrawal can be captured.
- v. Redeemed units will be transferred in the suspense account (subsequent to authorization of request by PrAO) and will be considered for the redemption in the next settlement cycle.
- vi. Once request is processed in the CRA system, PRAN will be deactivated in the CRA system. No contribution will be allowed to be credited in the subscriber's PRAN.

Illustration: On March 1, 2015, PAO X had captured and verified non-NPS request for a PRAN. and PrAO authorises the request on March 2, 2015 then this non-NPS request will be considered for redemption on pay-in on next settlement day i.e. on March 3, 2015. Based on the NAV of March 3, 2015, available units get redeemed and realised amount will credited to PAO's Bank A/C registered in CRA system on the T+2 settlement cycle ('T' being the date on which the ERM request get considered for pay-in).

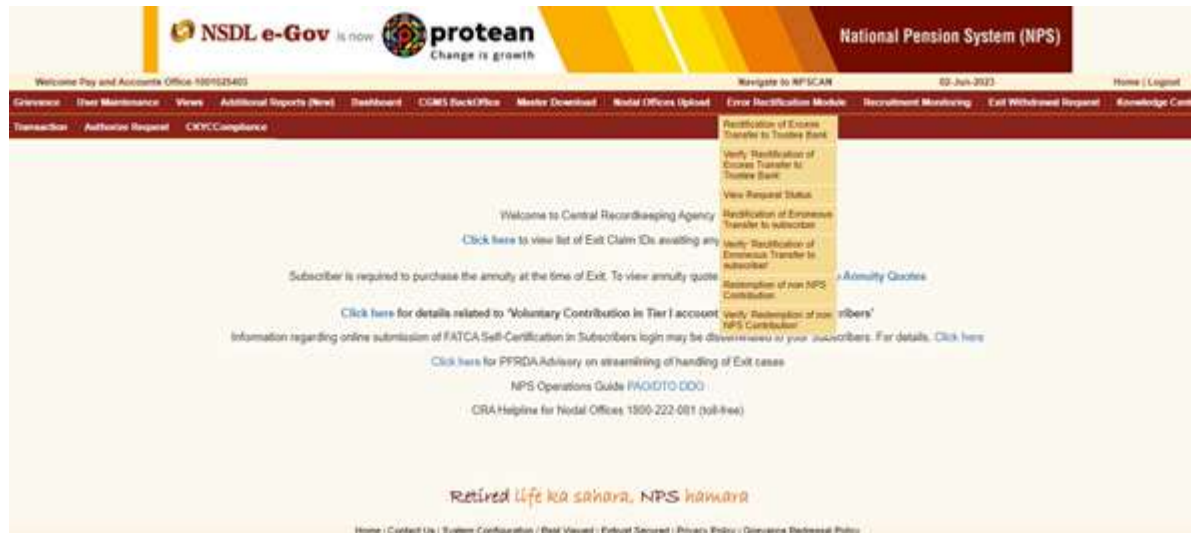
Capturing of Request

PAO will login into the CRA system (www.cra-nsdl.com) by using its User ID and I-PIN. Please refer Figure 33.



(Figure 33)

Once PAO login into the CRA site, 'Error Rectification Module' menu will be shown. User will click the sub-menu 'Redemption of Non-NPS Contribution'. Please refer Figure 34.



(Figure 34)

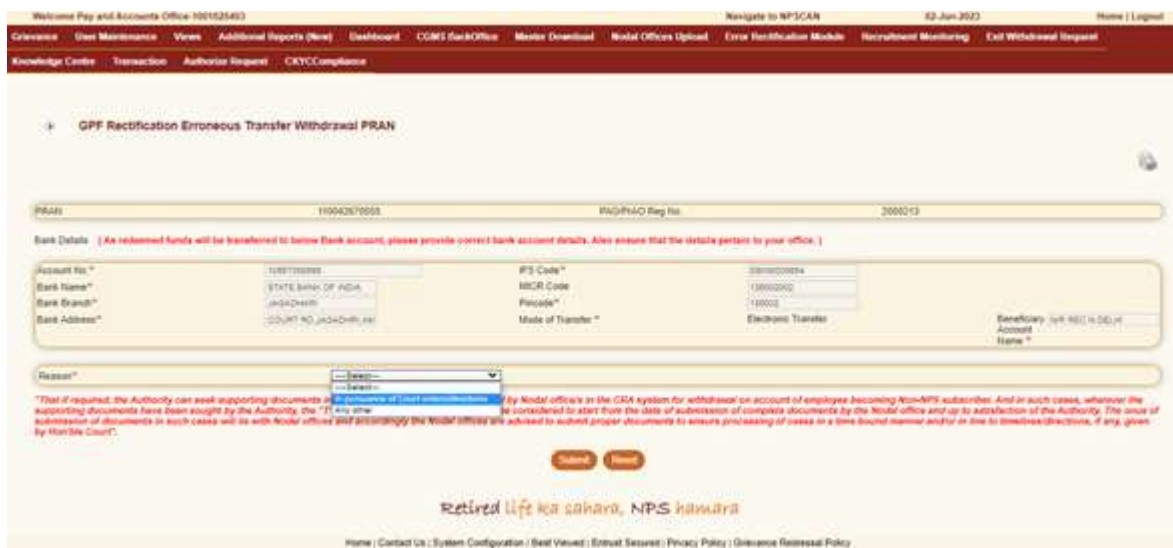
User has to provide the PRAN (which has got inadvertently covered under NPS) and click the submit button. Please refer Figure 35.



(Figure 35)

For processing of Non-NPS request, Bank details of the concerned nodal office must be registered in CRA system. As, while capturing ERM request registered bank details get 'Auto Populated' and same are non-editable.

PAO also has to provide the remarks in 'Reason' field for their reference while processing the request. Under 'Reason' two options are there 1) In pursuance of Court Order 2) Any Other. If PAO selects 'In pursuance of Court Order', then PAO should mention Court Order no. and date of Court Order under which particular subscriber become eligible for benefits of Old Pension System (OPS). If PAO selects 'Any Other' then they have to mentioned 'Internal Order Reference No. Please refer Figure 36.



(Figure 36)

When User clicks the Submit button, confirmation page will be shown to the User as below. Please refer Figure 37.



NSDL e-Gov is now **protean** **National Pension System (NPS)**
Change is growth

Welcome Pay and Accounts Office (001020401) | Navigate to NPS CAN | 02-Jun-2025 | Home | Logout

Overview | User Maintenance | Views | Additional Reports (New) | Dashboard | CORP Fund Office | Master Download | Noida Office Upload | Error Rectification Module | Funded/Unfunded Working | Exit Withdrawal Request | Knowledge Centre | Transaction

Authorise Request | CDD Compliance

9 GPF Rectification Erroneous Transfer Withdrawal PRAN

PRAN: 10040070000 | NoDPAD Reg No.: 200013

Bank Details: (As returned funds will be transferred to below Bank account, please provide correct bank account details. Also ensure that the details pertain to your office.)

Account No.:	100700000	IFS Code:	0000000000
Bank Name:	STATE BANK OF INDIA	MOR Code:	10000000
Bank Branch:	JASDAN	Pincode:	110001
Bank Address:	COURT RD, JASDAN, DELHI	Mode of Transfer:	Electronic Transfer
Beneficiary NPS REG ID:			1000000000

Reason: In pursuance of Court order/directions

Court order number: 2023/1000001

Date: 02/06/2025

*That if required, the Authority can seek supporting documents in lieu of the cases as noted/authorized by Noida offices in the CRN system for withdrawal on account of employee becoming non-NPS subscriber. And in such cases, whenever the supporting documents have been sought by the Authority, the "Y" for the purpose of submission shall be considered to start from the date of submission of complete documents by the Noida Office and up to satisfaction of the Authority. The status of submission of documents in such cases will be with Noida offices and accordingly the Noida offices are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in time to timelines/directions, if any, given by the Hon'ble Court.

Submit Cancel

(Figure 37)

User has to click the 'Confirm' button to generate the Acknowledgement Number. Please refer Figure 38.



NSDL e-Gov is now **protean** **National Pension System (NPS)**
Change is growth

Welcome Pay and Accounts Office (001020401) | Navigate to NPS CAN | 02-Jun-2025 | Home | Logout

Overview | User Maintenance | Views | Additional Reports (New) | Dashboard | CORP Fund Office | Master Download | Noida Office Upload | Error Rectification Module | Funded/Unfunded Working | Exit Withdrawal Request | Knowledge Centre | Transaction

Authorise Request | CDD Compliance

9 Rectification Of GPF PRAN Erroneous Transfer Withdrawal

Acknowledgement No.: 10040070000 | Name: 10040070000

NoDPAD Reg No.: 200013 | NoDPAD Name: Dr. Accounts Officer and Dr. RD, Noida Region, Noida Region

Account No.:	100700000	IFS Code:	0000000000
Bank Name:	STATE BANK OF INDIA	MOR Code:	10000000
Bank Branch:	JASDAN	Pincode:	110001
Bank Address:	COURT RD, JASDAN, DELHI	Mode of Transfer:	Electronic Transfer
Beneficiary Account Name:	NPS REG ID: 1000000000		

Reason: In pursuance of Court order/directions

Court order number: 2023/1000001

Date: 02/06/2025

*That if required, the Authority can seek supporting documents in lieu of the cases as noted/authorized by Noida offices in the CRN system for withdrawal on account of employee becoming non-NPS subscriber. And in such cases, whenever the supporting documents have been sought by the Authority, the "Y" for the purpose of submission shall be considered to start from the date of submission of complete documents by the Noida Office and up to satisfaction of the Authority. The status of submission of documents in such cases will be with Noida offices and accordingly the Noida offices are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in time to timelines/directions, if any, given by the Hon'ble Court.

Submit Cancel

(Figure 38)



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Officer-190125812

Request Captured Successfully Acknowledgement ID is: 1000773402

* Rectification Of GPI PRAN Erroneous Transfer Withdrawal.

Acknowledgement No.	1000773402	Name	VALU1 TMSDIN 28040
PRAN/PRAN Reg No.	10042670885	PRAN/PRAN Reg No.	1000773402
Bank Details	Bank Name: STATE BANK OF INDIA Bank Branch: JALGAON Bank Address: COURT RD, JALGAON, JALGAON, MH-462001 Beneficiary Account Name: SBI REG N OBLI		
Request Details	Request ID: 1000773402 Request Status: Captured Request Date: 2023-05-02 10:30:18.144708 Request Amount: 100000.00 Request Mode: Electronic Transfer		

Action Timestamp	User ID	Request Status	Remarks
2023-05-02 10:30:18.144708	1000773402	Captured	Request captured successfully

(Figure 39)

When the User confirms the request, a message 'Request Captured Successfully, Acknowledgement ID is 100XXXXXX' will be shown to the User. User should note down the Acknowledgment number for tracking the status of the request. Please refer Figure 39.

Verification of Request

Another User will login into the CRA site using the second User ID and I-PIN. Once User login into the site, User will click on the sub-menu 'Verify Redemption of Non-NPS Contribution. Please refer Figure 40.



(Figure 40)

User will provide the required details (i.e. Acknowledgement Number or PRAN). User can also search the request by providing the 'Date Range'. Please refer Figure 54.



(Figure 41)

Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 42.



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office 1001523432

Navigation to NPS CAN 09-Jun-2023 Home | Logout

[Grievance](#) | [User Maintenance](#) | [Views](#) | [Additional Reports \(New\)](#) | [Dashboard](#) | [CGMS BackOffice](#) | [Master Download](#) | [Model Officers Upload](#) | [Error Rectification Module](#) | [Recruitment Monitoring](#) | [Exit Withdrawal Request](#) | [Knowledge Centre](#)
[Transaction](#) | [Authorisation Request](#) | [CKYC Compliance](#)

» GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No: 12000778862
 PRAN:
 Capture Date - From: 12-06-2023 To: 06/06/2023
 Capture Date - To: 12-06-2023 To: 06/06/2023



PRAN	Request Type	Captured By	Capture Date
12000778862	GPF Rectification of Erroneous Transfer To PRAN	1001523433	23-06-2023

Retired Life ka sahara, NPS hamara

Home | Contact Us | System Configuration / Best Viewed | Logout Secured | Privacy Policy | Grievance Redressal Policy

(Figure 42)

Once User clicks the hyperlink, Non-NPS Subscriber Withdrawal captured details will be shown to the User. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks' field for their reference while processing the request. Kindly note, if the second User rejects the request, request has to be captured afresh, if needed. Please refer Figure 43.


NSDL e-Gov is now  **protean**
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National Pension System (NPS)

Welcome Pay and Accounts Office-1001025402
 Navigate to NPSCAN
02-Jun-2023
Home | Logout

[Grievance](#)
[User Maintenance](#)
[Views](#)
[Additional Reports \(New\)](#)
[Dashboard](#)
[CCMFs BackOffice](#)
[Master Download](#)
[Nodal Officers Upload](#)
[Error Rectification Module](#)
[Recruitment Monitoring](#)
[Exit Withdrawal Request](#)

[Knowledge Centre](#)
[Transaction](#)
[Authorized Request](#)
[CKYC Compliance](#)

GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No:	10000178902	Name:	VHUVV THIRUGH ZEESSW
PRAN:	110040278335	PrAO/PrAO Name:	Pr. Accounts Officer and Sr. PO, Northern Railway, Varanasi
PrAO/PrAO Reg No:	2800213		

Bank Details:			
Account No:	10017510566	IFD Code:	100100000000
Bank Name:	STATE BANK OF INDIA	BRCH Code:	130000000
Bank Branch:	CHANDIGARH	Pincode:	160002
Bank Address:	COURT RD, JALANDHAR, AMBALA ROAD, INDIA	Mode of Transfer:	Electronic Transfer
Beneficiary Account Name:	NRI REC N DELHI		

Action Timestamp	User ID	Request Status	Reason	Cost order number	Date
2023-06-02 16:50:19.144794	1001025403	Captured	In performance of Court order/withdrawal	2023/2023/001	02/06/2023

Action Timestamp	User ID	Request Status	Remarks

Action Timestamp	User ID	Request Status	Remarks

Remarks*	OK	<input checked="" type="radio"/> Accept <input type="radio"/> Reject
----------	----	--

*That if required, the Authority can seek supporting documents in law of the cases so raised/authorized by Nodal officers in the CRA system for withdrawal on account of employees becoming Non-NPS subscribers. And in such cases, wherever the supporting documents have been sought by the Authority, the "I" for the purpose of redemption shall be considered to start from the date of submission of complete documents by the Nodal office and up to satisfaction of the Authority. The once of submission of documents in such cases will be with Nodal office and accordingly the Nodal office are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in line to timelines/directions, if any, given by the High Court.

Retired Life ka sahara, NPS kavya

(Figure 43)

When the User confirms the request, 'Request Verified Successfully, Acknowledgement ID is 100XXXXXX Pending for authorization' message will be shown. Please refer Figure 44.

Once request is authorized by PrAO, units will be debited from the source PRAN. Trustee Bank will transfer the funds to the bank account provided at the time of capturing the request.

Knowledge Centre Transaction Authorize Request CKYC Compliance

Request Verified Successfully Acknowledgement ID is: 1000778962 Pending for Authentication

GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No: 1000778962
 PRAN: 1100AC278888
 PRAN(PAO) Reg No: 3000213
 Name: VIKAS DHAN ZEENY
 PAO(PAO) Name: Sr. Accounts Officer and Sr. PO, Northern Railway, Varanasi Nagar

Bank Details
 Account No: 1000778962
 Bank Name: STATE BANK OF INDIA
 Bank Branch: JAGADHAR
 Bank Address: COURT RD, JAGADHAR, JAMUNAPUR, JHARKHAND
 IFSC Code: SBIN0000004
 MICR Code: 130020002
 Pincode: 130002
 Mode of Transfer: Electronic Transfer

Beneficiary Account Name: NRB REC IN DELHI

Master Details

Action Timestamp	User ID	Request Status	Reason	Case Number	Date
2023-06-02 16:50:18 144794	1001025402	Captured	In pursuance of Court order/Restriction	2023/444901	02/06/2023

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 16:50:21 982144	1001025402	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
------------------	---------	----------------	---------

(Figure 44)

Authorisation of Request

PrAO User will be able to view the request captured and verified by the PAO. User will click the menu 'Error Rectification Module' and sub-menu 'Authorise Redemption of non-NPS contribution'. Please refer Figure 45.

NSDL e-Gov is now **protean**
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National Pension System (NPS)

Welcome Principal Accounts Office 011014708

Navigate to NPSCAN 02 Jun 2023 Home / Logout

Transaction: PrAO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Upload

Error Rectification Module Retirement Monitoring Exit Withdrawal Request Knowledge Centre CKYC Compliance

Authorise Rectification of Excess Transfer to Transfer Bank

Please Request Status

Authorise Rectification of Erroneous Transfer to subscriber

Authorise Withdrawal of non NPS Contribution

Welcome to Central Recordkeeping Agency

[Click here to view list of Exit Claim IDs awaiting any action](#)

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here for details related to 'Voluntary Contribution in Tier I account by Govt. Sector Subscribers'](#)

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscribers. For details, [Click here for PFRDA Advisory on disseminating of handling of Exit cases](#)

NPS Operations Guide PrAO/DTA/PrAO/ITO DDO

Nodal Offices Helpline No 1800-222-051

Retired life ka sahara, NPS hamara

Home / Contact Us / System Configuration / Self Viewed / Enlist Viewed / Privacy Policy / Grievance Redressal Policy

Notification

Transaction Type	Count
Retired Plan	2
Grievance pending for resolution	22
Withdrawal Request Verification	22

(Figure 45)

Search screen will be provided to the PrAO User where User has to provide the PRAN/Acknowledgement ID. Request can also be searched by using the 'Date Range'. Please refer Figure 46.

The screenshot shows the NSDL e-Gov Protean National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo, and the text "National Pension System (NPS)". Below the header is a navigation bar with links such as "Transaction", "PFO Fund Details", "Subscriber Registration", "Grievance", "User Maintenance", "Views", "Reports", "Additional Reports (New)", "Master Download", "Dashboard", "CGMS BackOffice", "Rural Officers Upload", and "Error Rectification Module". The main content area displays the "GPF Rectification Erroneous Transfer Withdrawal PRAN" form. The form has fields for "Acknowledgement No." (12000779862), "PRAN", "Capture Date - From", and "Capture Date - To". There are "Submit" and "Reset" buttons at the bottom of the form. Below the form, there is a banner that reads "Retired Life ka sahara, NPS hamara". At the bottom of the page, there is a footer with links: "Home", "Contact Us", "System Configuration", "Best Viewed", "Enlist Secured", "Privacy Policy", and "Grievance Redressal Policy".

(Figure 46)

Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 47.

The screenshot shows the NSDL e-Gov Protean National Pension System (NPS) portal. The header and navigation bar are the same as in Figure 46. The main content area displays the "GPF Rectification Erroneous Transfer Withdrawal PRAN" form. Below the form, there is a table showing the search results. The table has columns: "Ack. Acknowledgement No.", "PRAN", "Request Type", "Captured By", "Capture Date", "Checked User ID", and "Checker Action Date". The first row of the table shows the Acknowledgement No. 12000779862, which is circled in red. The other columns in the first row are: PRAN: 918942679555, Request Type: GPF Redemption of Erroneous Transfer To PRAN, Captured By: 1001025483, Capture Date: 23-08-2022, Checked User ID: 1001025482, and Checker Action Date: 23-08-2022. Below the table, there is a banner that reads "Retired Life ka sahara, NPS hamara". At the bottom of the page, there is a footer with links: "Home", "Contact Us", "System Configuration", "Best Viewed", "Enlist Secured", "Privacy Policy", and "Grievance Redressal Policy".

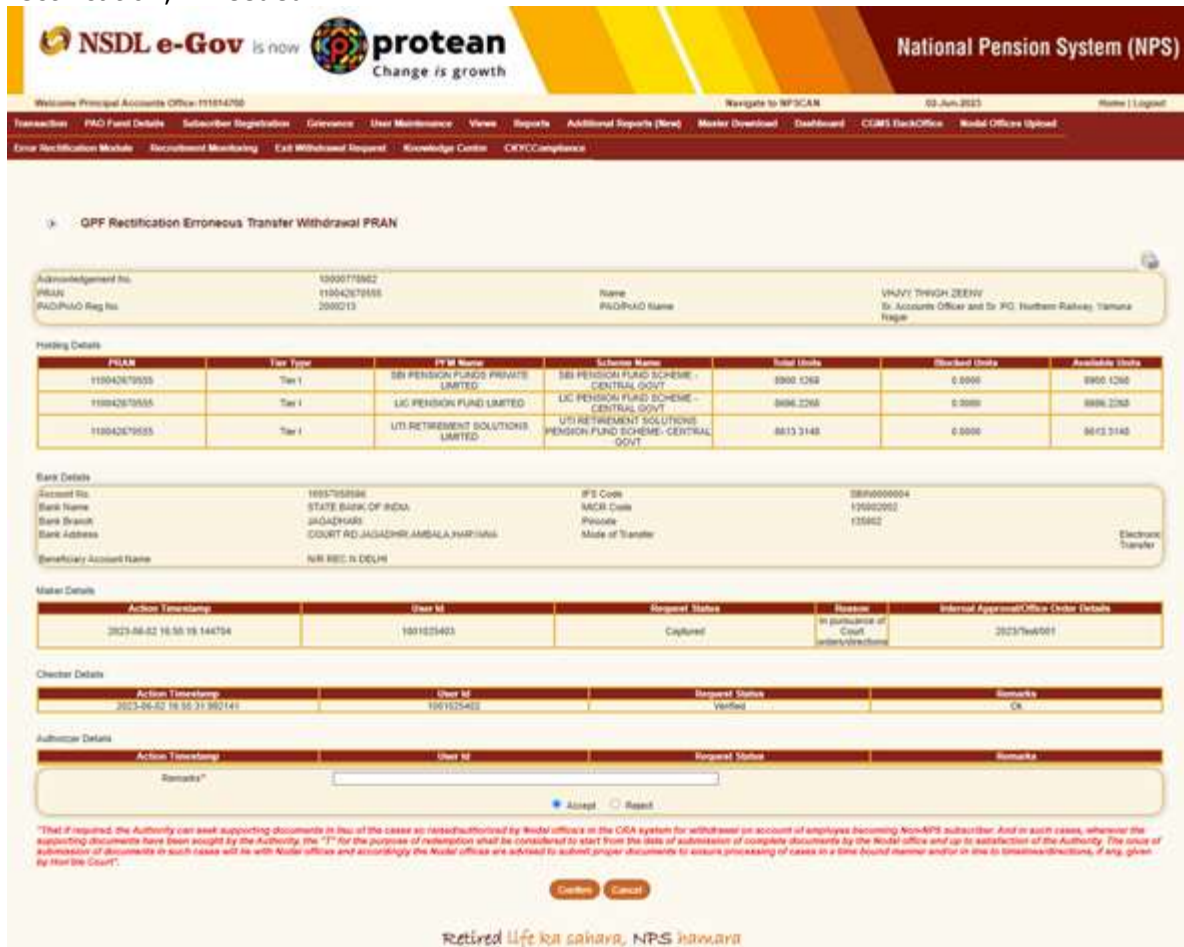
Ack. Acknowledgement No.	PRAN	Request Type	Captured By	Capture Date	Checked User ID	Checker Action Date
12000779862	918942679555	GPF Redemption of Erroneous Transfer To PRAN	1001025483	23-08-2022	1001025482	23-08-2022

(Figure 47)

Once PrAO User clicks the hyperlink, rectification details will be shown to the User. PrAO has to check the details verified by the PAO. PAO should provide offline details to PrAO so that PrAO User can authorise the details in CRA system. PrAO User should check all the details entered by the PAO Users based on the offline details received from the PAO such as PRAN, Holding details to be redeemed, and Bank details where PAO requires Trustee Bank to remit back the funds etc. User has the option to 'Accept' or 'Reject' the request. User can also provide the

remarks in 'remarks field' for their reference while processing the request. Please refer Figure 48.

Kindly note, if the PrAO User rejects the request, PAO User has to capture the fresh request for rectification, if needed.



NSDL e-Gov is now **protean**
 Change is growth

Welcome Principal Accounts Officer 111614768 Navigate to WFOCAN 03 Jun 2023 Home | Logout

Transactions PrAO Fund Details Subscriber Registration Grievance User Maintenance View Reports Additional Reports (New) Master Download Dashboard CUMS BackOffice Nodal Office Upload

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre KYCC Compliance

QPF Rectification Erroneous Transfer Withdrawal FRAN

Acknowledgement No. 13000719902 Name VIKRANT TIRUGH ZEEJIV
 PAN/PANAO Reg No. 11004267055 2000213 PrAO/PANAO Name Sr. Accounts Officer and Sr. PG, Northern Railway, Tirunelveli Region

Fund Details

FUND	Fund Type	FUND Name	Scheme Name	Total Units	Revised Units	Available Units
11004267055	Tier 1	SEI PENSION FUND PRIVATE LIMITED	SEI PENSION FUND SCHEME - CENTRAL GOVT	8900.1268	0.0000	8900.1268
11004267055	Tier 1	LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	8686.2268	0.0000	8686.2268
11004267055	Tier 1	UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME- CENTRAL GOVT	8613.3148	0.0000	8613.3148

Bank Details

Account No.	1995785896	IFSC Code	SBIN0000004
Bank Name	STATE BANK OF INDIA	MICR Code	170002002
Bank Branch	JAUNPUR	Pincode	130402
Bank Address	COURT RD JASADHAR AMBALA HARYANA	Mode of Transfer	
Beneficiary Account Name	NRI REC'D DELHI		

Master Details

Action Timestamp	User ID	Request Status	Response	Internal Approval/Office Order Details
2023-06-02 16:50:19 144704	1001025403	Cybernet	In pursuance of Conf. entry/entry form	2023/260/001

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 16:50:21 950140	1001025403	Verified	OK

Authoriser Details

Action Timestamp	User ID	Request Status	Remarks
Remarks*			



☐ Accept ☐ Reject

"That if required, the Authority can seek supporting documents in lieu of the cases so marked/authorized by Nodal office in the CRA system for withdrawal on account of employees becoming Non-NPS subscriber. And in such cases, whenever the supporting documents have been sought by the Authority, the "P" for the purpose of redemption shall be considered to start from the date of submission of complete documents by the Nodal office and up to satisfaction of the Authority. The issue of submission of documents in such cases will be with Nodal office and accordingly the Nodal office are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in line to timelines/directions, if any, given by Hon'ble Court".

Retired Life ka sahara, NPS haryana

(Figure 48)

When the PrAO User submits the request, message 'Request Authorised Successfully, Acknowledgement ID is 100XXXXXX' will be shown on the screen. Please refer Figure 49.


NSDL e-Gov is now 
protean
 Change is growth

National Pension System (NPS)

Welcome Principal Accounts Officer: 111814720
 Navigate to NPSCAN 62-Jun-2023 Home | Logout

[Transaction](#)
[PFO Fund Details](#)
[Subscriber Registration](#)
[Grievance](#)
[User Maintenance](#)
[Views](#)
[Reports](#)
[Additional Reports \(New\)](#)
[Market Download](#)
[Dashboard](#)
[CUMS BackOffice](#)
[Nodal Officers Upload](#)

[Error Rectification Module](#)
[Recruitment Monitoring](#)
[Exit Withdrawal Request](#)
[Knowledge Centre](#)
[COPC Compliance](#)

Request authorized Successfully Acknowledgement ID is: 10000779802

OPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No. PRAN	10000779802 110042679000 2000213	Name PFO/PNO Name	VHUVV THRESH ZEEBIV Sr. Accounts Officer and Sr. PO, Southern Railway Yamuna Rajgarh
-----------------------------	--	----------------------	--

Holding Details

PRAN	Tier Type	IS M Name	Scheme Name	Total Units	Blocked Units	Available Units
110042679000	Tier I	SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME - CENTRAL GOVT	8995.1268	0.0000	8995.1268
110042679000	Tier I	UC PENSION FUND LIMITED	UC PENSION FUND SCHEME - CENTRAL GOVT	8896.2266	0.0000	8896.2266
110042679000	Tier I	UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME- CENTRAL GOVT	9013.3142	0.0000	9013.3142

Bank Details

Account No.	1000790086	IFSC Code	SBIN00000054
Bank Name	STATE BANK OF INDIA	MICR Code	135002002
Bank Branch	JAGADHARI	Pincode	135002
Bank Address	COURT RD,JAGADHARI,AMBALA,HARYANA	Mode of Transfer	
Beneficiary Account Name	N/R REC N DELHI		

Electronic Transfer

Values Details

Action Timestamp	User ID	Request Status	Remarks	Internal Approval/Office Order Details
2023-06-02 16:50:19.144764	1001025403	Captured	In presence of Court order/Order/TOR	2023/Ten/901

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 16:50:31.892141	1001025402	Written	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 17:07:02.004602	111814700	Approved	Approved

Retired life ka sahara, NPS hamara

(Figure 49)

CRA will process the request which has been authorized by the PrAO. CRA will redeem all the units from the subscribers account. The redeemed units will be transferred in the suspense account and will be considered for the redemption in the next settlement cycle. Once request is processed in the CRA system, PRAN will be deactivated in the CRA system. No contribution will be allowed to be credited in the subscriber's PRAN.

Exceptions: For below given scenarios, non-NPS requests processed/authorized by nodal office will be rejected by CRA system.

- 1) Non-NPS withdrawal requests were rejected by CRA due to system validation of availability of any pending non-settled contribution for the PRAN.

As directed by NPS Trust, it is allowed to process the non-NPS request for PRAN where amount pending for settlement is less than 10% of the total corpus of the subscriber. Such cases will be processed by CRA user on the basis of request received from the nodal office. Once pending contribution get settled, nodal office have to raise another request to redeem available holding.

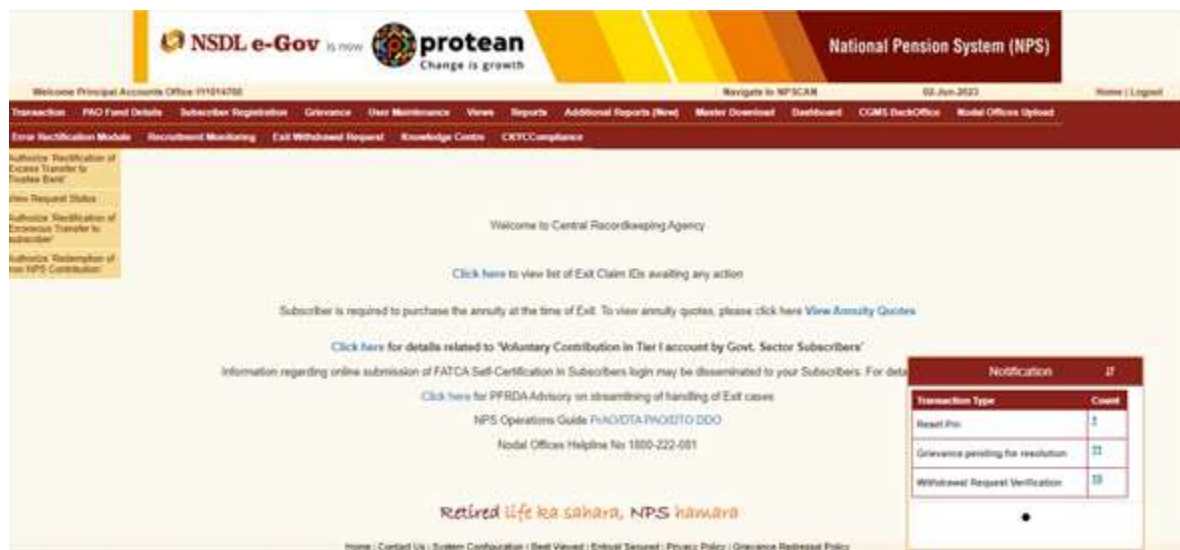
- 2) Non-NPS withdrawal requests were authorised by Nodal office for these PRANs was rejected by CRA due to system validation of availability of Tier-2 Tax Saving account (TTS). As there is lock-in period of 3 years and withdrawal from TTS is not allowed,

hence in order to process non-NPS, TTS account need to be deactivated (with holding) through back-end in CRA system, so that Nodal office/CRA can able to process non-NPS for given PRAN and on maturity holding from TTS account will be redeemed and realized amount will be credited to registered bank details of subscribers.

- 3) All type of ERM requests for subscribers who have opted non-default scheme is currently on hold, hence ERM requests processed by nodal offices got rejected by CRA system. Such rectification requests will be processed by CRA user on the basis of request received from the nodal office.
- 4) Currently non-NPS is not allowed in CRA system for inter-sector shifted PRAN, as these PRANs are having contribution uploaded from multiple nodal offices, State and Central Govt. In such cases, nodal office have to contact NPS Trust. On the basis of approval from NPS Trust, CRA user can process the non-NPS requests.
- 5) In NPS, on attaining superannuation age by subscriber withdrawal request is processed in CRA system. 60% of the corpus get redeemed and transferred to the subscriber bank A/C and status of the PRAN is updated as 'Freeze' with balance amount (40% of corpus). No further contribution/withdrawal is allowed for this PRAN. Subsequently if subscriber becomes eligible for benefits under Old Pension System (OPS) as per nodal office reports, CRA system does not allow to initiate non-NPS request through ERM functionality due to the system validation related to PRAN status and withdrawal request status. In such cases nodal office has to contact CRA for activation of PRAN. On the basis of request from Nodal office, CRA will activate the PRAN and remove withdrawal flag, so that nodal office can process non-NPS request to withdraw balance 40% of the corpus.

4. Views by PrAO

User will be able to view the status of request authorized by him/her. User has to click the menu 'Error Rectification Module' and sub-menu 'View Request Status'. Please refer Figure 50.



Welcome Principal Accounts Office 011014708

Navigation to NPSCAN 05-Jun-2023 Home | Logout

Transaction PAO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Upload

Error Rectification Module Annuity Monitoring Exit Withdrawal Request Knowledge Centre CKYC Compliance

Subscriber Verification of Excess Transfer to Transfer Bank

New Request Status

Subscriber Verification of Excess Transfer to Subscriber

Subscriber Verification of New NPS Contribution

Welcome to Central Recordkeeping Agency

[Click here to view list of Exit Claim IDs awaiting any action](#)

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click [here](#) [View Annuity Quotes](#)

[Click here for details related to 'Voluntary Contribution in Tier I account by Govt. Sector Subscribers'](#)

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscribers. For details, [Click here for PFRDA Advisory on dissemination of handling of Exit cases](#)

[NPS Operations Guide PAO/OTA/PAO/ITO DDO](#)

Nodal Offices Helpline No 1800-222-001

Retired Life ka sahara, NPS hamara

Home | Contact Us | System Configuration | Best Viewed | Enlist Sectors | Privacy Policy | Grievance Redressal Policy

Transaction Type	Count
Reset Pin	2
Grievance pending for resolution	22
Withdrawal Request Verification	25

(Figure 50)



► Status of Erroneous Transfer Request

PRAN

Acknowledgement No.

Request Type

PAO/POP-SP/POP/PrAO Reg.No.

Capture Date From  (dd/mm/yyyy)

Capture Date To  (dd/mm/yyyy)

Status of Request

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(Figure 51)

User can view the status of a particular request by providing the Acknowledgement ID. User can also search the request by providing the Request Type, 'PRAN' or 'Date Range'. Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 52.

▶ **Status of Erroneous Transfer Request**

PRAN	<input type="text"/>
Acknowledgement No.	<input type="text"/>
Request Type	--Select--
PAO/POP-SP/POP/PrAO Reg.No.	<input type="text"/>
Capture Date From	<input type="text"/> (dd/mm/yyyy)
Capture Date To	<input type="text"/> (dd/mm/yyyy)
Status of Request	--Select--
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

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▶ **Status of Erroneous Transfer Request**

PRAN	<input type="text"/>
Acknowledgement No.	<input type="text"/>
Request Type	--Select--
PAO/POP-SP/POP/PrAO Reg.No.	<input type="text"/>
Capture Date From	<input type="text"/> (dd/mm/yyyy)
Capture Date To	<input type="text"/> (dd/mm/yyyy)
Status of Request	--Select--
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Acknowledgement No.	PRAN	Request Type	Status	Captured By	Capture Date	Rejection Reason
10000890007	110092933972	Redemption of Excess Transfer To PRAN	Completed Successfully	1003369400	28-02-2023	

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(Figure 53)

Once User clicks the hyperlink, the details of specific request will be available for view. Please refer Figure 54.

[Back](#)

▶ **Rectification of Erroneous Transfer to PRAN**

Search Details

Acknowledgement No.	10000890007		
Transaction Id	1003369402741	PRAN	110092933972
Contribution Type	Regular	Subscriber Name	DEEPAK KUMAR SINGH
Contribution Month / Year	Oct 2019	Contribution Amount	14181.00
PAO/POP-SP/POP/PrAO Reg. No.	2022716	PAO Name	PAO (A.G., A&E), Department of Indian Audit and Accounts, Allahabad

Contribution Details

PAO/DDO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2022716	110092933972	Regular	Oct	2019	14181.00		13266.00

Request Details

Request Type	Redemption of Excess Transfer To PRAN
Amount to be Adjusted	915.00
Actual amount paid	1174.23
Remark for SOT	Redemption of Rs 915 as per DDO request No 101611/TR 464 DT 22.02.2023.

Amount shall be populated once the payout is processed else it shall be blank.

Bank Details of PAO

Account Number	11076226474	Bank Name	STATE BANK OF INDIA	Branch Name	ALLAHABAD
Bank Address	KUTCHERY ROAD, ALLAHABAD	MICR Code	211002002	Pin Code	211002
IFS Code	SBIN0000006	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	AGUP PAY A/C

Maker Details

Action Timestamp	User Id	Request Status	Remarks
2023-02-28 17:25:06.270838	1003369400	Captured	Redemption of Rs 915 as per DDO request No 101611/TR 464 DT 22.02.2023.

Checker Details

Action Timestamp	User Id	Request Status	Remarks
2023-03-28 14:49:44.477498	1003369401	Verified	OK

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks
2023-04-05 11:49:45.220894	111104600	Authorized	

Subscriber Details

Action Timestamp	PRAN	Request Status	Remarks
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(Figure 54)

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